

**Job Title:** Network Analyst  
**Location:** FiberNet Monticello  
**Department:** Network Operations Center (NOC)  
**Date Written:**  
**Approval:**  
**Date of Approval:**

### **General Purpose**

The purpose of the Network Analyst is to help users achieve optimum use of their computer networks. Defines and implements solutions to integrate desktop and shared devices into local and wide area networks and/or other host-based networks.

### **Nature of Position**

The incumbent reports directly to the Director of Technical Services and interacts with team members in all other departments. Performs needs analysis, procurement support, installation, training and problem resolution for local and wide area networks. Recommends appropriate computer tools to users including equipment software, documentation and training.

### **Key Responsibilities**

1. Analyze user's requirements
2. Provide appropriate network configurations
3. Implement and maintain bridges, routers, gateways, remote access servers, security firewalls, application and device servers and Internet or Intranet devices and connections
4. Design, configure, monitor and optimize local and wide area networks and printers
5. Preventative and fault isolation maintenance on local and wide area networks
6. File maintenance on servers, domains, electronic post offices, and user files and/or data basis
7. Design, configure, maintain and manage network security features for local and wide area networks
8. Configure, monitor, and maintain anti-virus programs
9. Add and delete users as required on network servers and applications
10. Perform customization and system administration for network management, task/project management, help desk, work group integration documentation and educational software packages on local and wide area networks
11. Participates with Engineers to integrate voice, data and video applications on local and wide area networks

12. Basic telephone maintenance
13. Analyze, evaluate and recommend new hardware, software, and communications products
14. Develops, maintains and updates a library of technical documentation,
15. Perform advanced diagnostics and maintenance on desktop devices as required
16. Develop proposals, select vendors, and monitor contracts
17. Participates with other employees on cross functional teams to design and implement information technology, system standards, short and long term goals, project management, and strategic directions
18. Troubleshoots and repairs fiber installations including TV, telephone and Internet.

### **Know How**

Requires high school degree with three years experience in design, installation and maintenance of local and wide area networks. Documented knowledge of local area networks, computer software and hardware, data communications, network planning and analysis and vendor evaluations. Technical certification and/or technical training in personal computer hardware, software, servers, local and wide area networks and communications are highly desirable.

### **Problem Solving**

Strong analytical, interpersonal and communication skills are required to resolve problems with coworkers having different levels of computer expertise. Issues with new and upgraded equipment and /or repair of equipment require the individual to use standard procedures and their strong skills to resolve problems.

### **Accountability**

Must provide timely and efficient support to resolve issues for coworker concerns regarding computer software and hardware issues. Failure to provide accurate information in proposals and reports may result in FiberNet not upgrading and/or purchasing the equipment appropriate to meet the service requirements of our customers.

### **Applying**

Email or fax resume and cover letter to Matthew Henning, Director of Technical Services  
[matt@fibernetmonticello.com](mailto:matt@fibernetmonticello.com) ATTN: Matt 763-295-1157