

PENNSYLVANIA STATE EDUCATION ASSOCIATION
JOB DESCRIPTION

Job Title: Network Analyst
Location: PSEA Headquarters, Harrisburg
Reports to: Assistant Executive Director for Information Technology
Salary Range: \$72,830 - \$106,832 (starting salary commensurate with experience)

PSEA is a professional education association/labor organization representing 181,000 members. We are currently seeking a Network Analyst in our downtown Harrisburg office.

Responsibilities include Microsoft network administration and support duties: trouble shooting; establishing all aspects of user accounts; backup and restore for all servers; e-mail administration; and administration and support of network hardware. Some travel is required. 3-5 years' experience in Windows Server and Microsoft Active Directory admin with evidence of continual technical updating, training and proper certification is required. Extensive experience with network communications including, LAN & WAN management, TCP/IP management, switching, and routing.

Familiarity with Office 365, Microsoft Azure, and advanced network security would be considered a plus.

A Bachelor's Degree in Information Systems, Computer Science, or a closely related field. MCSE certification a plus. A minimum of three years of experience in troubleshooting/support and network administration of Microsoft/Cisco hardware and software is required.

This position includes excellent benefits, pension, and tuition reimbursement.

Job Summary:

The Network Analyst is responsible for the day-to-day operational support of the Association's LAN/WAN network. The position's principle focus is acquisition, installation, maintenance, performance monitoring, backup/recovery, security and trouble-shooting of the Association's application servers and appliances. In addition, the position will assist in providing technical support and network training to staff, management, governance, and members. Some travel is required.

Duties and Responsibilities:

1. Collaborates with the Network Administrator in ensuring the efficient operation, security, performance and availability of the Associations Data/Voice/Video Network.

2. Provides administration, maintenance and technical support of all the Association's application servers, switches, security appliances, wireless access points, video endpoints, power supplies (i.e., ups systems), peripheral devices, hardware and software products and cabling.
3. Recommends, schedules, and performs network upgrades and repairs.
4. Responds to and remedies network emergencies and, if necessary, refers problems to outside network service providers/engineers.
5. Identifies the source of operating problems, analyzes and assesses the nature and degree of the problem and implements or recommends corrective action.
6. Monitors systems for operating efficiency and assures optimum performance and system integrity.
7. Performs analyses and evaluation of vendor supplied software and hardware products. Coordinates the acquisition, installation, and application of vendor products. Establishes and maintains effective working relationship with vendors.
8. Designs and/or uses diagnostic utility programs.
9. Responsible for network systems back-up and recovery.
10. Aids in development of Network Operations business continuity and disaster recovery plans.
11. Implements, controls and monitors network security measures such as virus scanning, intrusion prevention, and internet policy enforcement,
12. Establishes and maintains all network resource accounts (e.g., Users, Computers, Printers, Conference Rooms, etc.).
13. Provides third level technical support as requested by the Help Desk. Records status, resolution, and disposition of all work orders assigned.
14. Develops and implements procedures for efficient use of network resources. Assists in the preparation and recommendation of standards for the use of network infrastructure resources.
15. Provides on-site training on the operation of servers and peripheral devices.
16. Assists with development, implementation, and monitoring of LAN/WAN security controls.
17. Prepares and ensures accuracy of documentation for network installations and IP-based services.
18. Responsible for tracking LAN/WAN equipment inventory.

19. Uses appropriate tools and testing equipment in repair, adjustment, or problem identification of equipment and cabling.
20. Conducts, analyzes, and prepares reports on design and evaluation of current and proposed technology.
21. Performs technical lead responsibilities supporting projects initiated by Association priorities.
22. Makes recommendations for improving and managing network operations.
23. Assists Network Administrator in the preparation of the Network Operations budget.
24. Provides technical advice as required for system planning.
25. Plans and coordinates the purchase, installation and implementation of hardware and software and services according to standards and procedures.
26. Recommends new and improved policy guidelines to ensure compatibility and better service to staff, management, governance and members.
27. Works closely with IT personnel to quickly identify and bring resolution to business critical problems.
28. Performs other duties as assigned by the Information Technology Manager and the Network Administrator.

Knowledge, Skills, and Abilities:

- Knowledge of LAN/WAN environments, device capabilities, management, and configuration principles.
- Knowledge of Data/Voice/Video Protocols.
- Knowledge of Microsoft/Cisco operating systems and associated hardware and software.
- Knowledge of current industry standards, concepts, and strategies regarding design and implementation of network operating systems and equipment.
- Knowledge of the principles and practices applicable to network administration, design and support; project planning and budgeting.
- Knowledge and understanding of available security tools and measures used in maintaining sensitive and confidential information contained on an organization's network.

- Skill in troubleshooting, problem determination, research, configuring network operating systems, utilities, hardware, software and peripherals.
- Skill in working on complex projects involving people and technology.
- Skill in analyzing data and implementing solutions.
- Skill in assessing and prioritizing multiple tasks, projects, and demands.
- Skill in communicating effectively in a business environment both orally and in writing.
- Ability to read, comprehend, and interpret complex technical manuals and procedures.
- Ability to establish and maintain effective relationships, foster cooperative support, and consult and/or negotiate with network service providers/vendors in order to deliver quality and timely IT technology products/services in a cost efficient manner.
- Ability to conduct effective presentations and training sessions.
- Capability to lift and move servers/printers.

Education and Experience:

A Bachelor's Degree in Information Systems, Computer Science, or a closely related field, and a minimum of three years of experience in troubleshooting/support and network administration of Microsoft/Cisco hardware and software is required.

Any combination of at least five years of network systems support and network administrative experience may be considered as equivalent to the above education requirement. Preference will be given to candidates who have supplemented their expertise through recently acquired credits of course work in Information Systems, Computer Science and/or Microsoft/Cisco professional certifications.

Possession of a valid driver's operating license.

If you are interested in applying for this position, send a letter of interest and resume not later than November 15, 2019 to: jobs@psea.org or fax to 717-255-7005.

PSEA is an Equal Opportunity/Affirmative Action Employer