



COUNTY OF YORK JOB DESCRIPTION

Network Support Analyst
FMS – Computer Support Services

Human Resources Division
120 Alexander Hamilton Blvd.
Yorktown, Va. 23690
Phone: 757-890-3687
Fax: 757-890-3699

GENERAL STATEMENT OF JOB

Under general supervision of the Network Manager, performs professional work assisting in the operation and support of the County's wide area network. Work involves installation, daily monitoring, and PC helpdesk support for centralized anti-virus, anti-spyware, and spam prevention software. Assembles and troubleshoots computers, servers, network switches, ancillary equipment and software to sustain service level requirements to County organizations.

ESSENTIAL JOB FUNCTIONS

Assists network manager with installation and management of Kaspersky Anti-Virus, and Barracuda (spam prevention) software for 1000 computers. Monitors Kaspersky and other logs daily for security threats and update status.

Assembles, installs, and troubleshoots microcomputers, printers, tape drives, and other equipment; replaces defective parts; repairs and cleans equipment and components; performs preventive maintenance when possible. Performs these tasks to ensure CSS meets service level requirements when one or more server or network administrators are absent.

Provides primary support for secure wireless connectivity of portable computers to the County's network.

Assists the administrator in developing primary client software loads (WDS images) for the 120+ new computer systems installed annually; will be the lead specialist for coordinating and assisting Computer Support Specialists with deployment and installation of new PCs and thin client devices.

Performs network installation and administration to include operating systems via WSUS (Windows Server Update Services), network cards, switches and routers. Installs network wiring when required.

Will perform network/pc support standby on week nights or weekends as required.

Performs other related work as required.

ENTRY KNOWLEDGE, SKILLS, AND ABILITIES

Microsoft MCP (Microsoft Certified Professional) and CompTIA Network+ certifications preferred.

Thorough knowledge of Windows 2008/2012 (or latest upgrade), and associated networks, Exchange 2010, and Microsoft Office.

Thorough knowledge of Cisco routers and switches.

Skill in administering Microsoft Windows 2012 networks and active directory structures.

Ability to perform quality control and to counsel, supervise, and train assigned staff effectively and objectively.

Ability to manage a wide area network and personal computer support.

EDUCATION AND EXPERIENCE

Bachelor's degree in computer science, or a related field, 3 years practical experience in computer networks, computer support, software applications and holds Microsoft Certified Professional certificates for Windows 7, 8 and Server 2012; or any equivalent combination of training and experience which provides the required skills, knowledge and abilities.

SPECIAL REQUIREMENTS

Requires an acceptable criminal background investigation, including an acceptable applicant fingerprint check required by the FBI's Criminal Justice Information Services Security Policy. Requires a valid Commonwealth of Virginia operator's license.

PHYSICAL & MENTAL STANDARDS NEEDED FOR ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of machinery and equipment including computers, plotters, printers, copiers, facsimiles, etc. Must be able to lift and install computers and be able to lift and move components weighing up to 55 pounds as needed. Physical demand requirements are for those of Moderately Active Work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural, or compositional characteristics (whether similar or divergent from obvious standards) of data, people, or things.

Interpersonal Communication: Requires the ability of speaking and/or signaling people to convey or exchange information. Includes receiving instructions, assignments, or directions from superiors.

Language Ability: Requires the ability to read a variety of reports, maps, articles, legal documents, software and hardware documentation, manuals schematics, etc. Requires the ability to prepare maps and technical reports, memoranda, presentations, analyses, etc., using prescribed formats and conforming to the rules of punctuation, grammar, diction, and style. Requires the ability to speak before groups of people or individuals with poise, voice control, and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret a variety of

technical instructions in mathematical or diagrammatic form; and to deal with abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to follow oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including cartography and computer science terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages; and understand and apply the theories of geometry and descriptive statistics and statistical references.

Form/Spatial Aptitude: Requires the ability to visualize physical structures; and to visualize how to divide complex-shaped patterns into sections.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using mapping and office equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as office equipment, control knobs, switches, etc. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear.

Prepared by: _____

Date: _____

Approval: _____