SECTION 1. POSITION INFORMATION

a. Class No./Title: 1463 - Oper Systems-Network Analyst	b. Competency Level: 2
c. Effective Date 11/15/2012	d. Position No: H99979 - Old
e. Working Title: Operating Systems/Network Analyst Level 2	f. Work Unit: ITS
g. Agency No.: 58018	h. Agency Name: Oregon Tech
i. Employee:	Supervisor: Tony Richey
j. Work Location: Klamath Falls, Boivin Hall	
k. Position : Full Time Permanent Regular Hours	
l. FLSA: Exempt	Eligible for Overtime: No

SECTION 2. PROGRAMMING INFORMATION

a. Describe the program in which this job exists. Include program purpose, who is affected and scope. Include relationship to institutional mission.

The Information Technology Services (ITS) Department is responsible for the development, implementation and operation of information technology systems and communications networks for OIT. The following objectives are central to our mission:

Support student computer labs, academic computing, and administrative systems.

Provide critical services including data, telephone, video, and network access to the business and program functions at OIT.

Develop, recommend, and implement strategic solutions utilizing emerging information technologies to sustain and improve services to the continually changing OIT campus environment.

Strive to provide cost effective, reliable, and responsive services to all areas of the institution.

b. Describe the purpose of this position and how it functions within this program by completing this statement:

The purpose of this position is to provide, under minimal supervision, the implementation and maintenance of the OIT campus network including server support services. These services may include, but are not limited to, Software Application Deployment servers such as Altiris, Novell ZENworks and Citrix. This position is responsible for the installation and maintenance of applications software for both academic and administrative use at Oregon Institute of Technology which is now being done through various deployment servers. Other server support services this position is responsible for include network security, server support and maintenance including, but not limited to, Windows and Novell servers. The position will provide support for LAN Workgroups and the TCP IP protocols in addition to Unix Internet protocols. This position will provide technical support and maintenance for Network Printing, Antivirus Servers, student and faculty mail accounts, which will or could include Internet mail, Novell Groupwise, NetMail mail,

Unix mail and Windows version of mail.

SECTION 3. DUTIES
a. Major Duties
45% -- Enhance, configure, maintain, and support Microsoft Windows Servers, including hardware and software.

15% -- Provide primary support for Altris and Novell ZENworks and associated products, specifically Software Application Deployment and Resource Management. This would include installation, configuration, and maintenance of software applications for both academic and administrative use at Oregon Institute of Technology. This would also include specific technical training on new releases and/or updates.

10% -- Provide backup support for other Operating Systems/Network Analyst positions on the ITS staff, including but not limited to, backup support for Novell and Linux servers, backup support for Novell Groupwise, Citrix terminal services and Symantec Antivirus servers.

5% -- Recommend, test, and configure TCP/IP protocols, network utilities and electronic network equipment including but not limited to those used for the wireless and wired networking environment.

5% -- Assist with required network functions for various projects as part of the ITS team.

5% -- Documentation and technical training.

5% -- Prepare reports for use in acquisition of hardware and software.

5% -- Diagnose and correct network system failures and determine whether it is software or hardware related.

5% -- Special projects as assigned by immediate supervisor and/or head of the ITS department.

b. Marginal Duties

SECTION 4. WORKING CONDITIONS
Describe special working conditions, if any, that is a regular part of the job. Include frequency of exposure to these conditions.

Typical working environment, both in the office and in the field, is around campus to user's workstations or network control areas. Will involve work with PC computers, Unix computers, and Network servers. Work will sometimes be under stress and involve more than one project at a time.

SECTION 5. GUIDELINES
a. List any established guidelines used to perform the job, such as state and federal laws or regulations, policies, manuals or desk procedures.

Policies and procedures of OUS, OIT, and ITS.

State and OSHA Safety regulations which apply to this function.

The OIT strategic plan.

Computer vendor provided operation and system manuals. ITS management decisions.

To work in accordance with and toward the goals of the institution and department.

To insure proper and efficient installation and maintenance of computer equipment and software.

b. How are these guidelines used to perform the job?

SECTION 6. WORK CONTACTS
With whom outside of co-workers in this work unit must this position regularly come into contact?

Who Contacted	How	Purpose	How Often

SECTION 7. JOB-RELATED DECISION MAKING

Describe the kinds of decisions likely to be made by this position. Indicate the affect of these decisions where possible.

Technical decisions about appropriate solutions and decisions about immediate response to customer and vendors.

SECTION 8. REVIEW OF WORK

Who reviews the work of this position? (List classification title and position number.) How? How often? Purpose of the review?

This position reports to the ITS Manager of Technical Support. Work is reviewed for effectiveness and efficiency on an ongoing basis. There is daily communication about operations issues for the purpose of planning and communication. This position is to provide continuing and consistent support in areas that are important to the operations of ITS and the institution in general. Strong interpersonal skills and ability to work in a team environment. Willingness to share information and knowledge with those people worked with. Demonstrate knowledge of software and hardware configurations.

SECTION 9. ADDITIONAL JOB-RELATED INFORMATION

Any other comments that would add to the understanding of this position: