

MACON-BIBB COUNTY GOVERNMENT
PLEASE POST FOR ALL POTENTIAL APPLICANTS TO READ

POST DATES: *3/16/2015 until Filled*

CLASSIFICATION TITLE: *SYSTEM/NETWORK ANALYST III*

MINIMUM ANNUAL SALARY: *\$48,526.40*

WORK WEEK: *M - F*

LOCATION: *INFORMATION TECHNOLOGY*

DEPT. HEAD: *Steve Masteller*

WORK HOURS: *8:30 am to 5:30 pm*

NEW REQUIREMENT

REPLACEMENT

Job Summary This position possesses a high degree of technical knowledge, skills, and abilities; operates at a high level of independence and decision-making; allocates time between coordinating with administrators, interacting with IT analysts, and interfacing with end-users; evaluates, researches, suggests, plans, and implements planned activities on the local to enterprise-wide project levels; and provides assistance in trouble-shooting complex end-user and infrastructure support issues.

Duties and Responsibilities (Prioritized as listed highest to lowest)

Coordinate with the Systems and Network Administrators and Division Manager concerning the implementation, monitoring, and interpretation of system and network operational security and audit logs; evaluate end-user and infrastructure needs and productivity enhancements; research methods of addressing end-user needs and infrastructure enhancements to increase end-user productivity and system and network infrastructure stability; assist IT staff in planning the incorporation of maintenance and enhancement updates and upgrades; provide leadership concerning the implementation of planned end-user and infrastructure activities, and function as a backup to the System and/or Network Administrator(s).

Assist IT staff and end-users concerning mid to large projects in the context of implementing infrastructure modifications and upgrades; interact with end-users to gain insight for evaluation regarding continual support issues and measures to resolve these issues and if possible increase end-user productivity; assist in maintaining and trouble-shooting both local to enterprise-wide system and network infrastructure support issues across multiple users and devices, and at times in a concurrent manner; and modify software, PC, server, and network configurations.

Addresses system and network support issues and infrastructure modifications at a localized to enterprise-wide level considers possible cascading dependencies; which may at times require decision-making and independence involving implementing software modifications and system and network modifications.

Research, explore, and identify possible deficiencies and vulnerabilities within the infrastructure and define the corrective action(s) required to prevent and/or resolve these areas

Attends scheduled and unscheduled planning and production meeting, and ensures that all system and network modifications are completely documented, and any support requests handled outside of the IT Helpdesk are logged accurately with the Helpdesk Manager.

Conduct research in an effort to continually enhance technical growth individually, within the department, and within the organization where applicable; and act as a mentor concerning professionalism and technical skill sets within the Department of IT, Macon-Bibb County, and external to Macon-Bibb County.

Perform other duties as assigned.

Knowledge, Skills, and Abilities

Knowledge of system and network fundamentals and advanced concepts
Knowledge of system and network auditing and logging
Knowledge of trouble-shooting, testing, and monitoring concepts
Knowledge of system and network cascading effects
Knowledge of office automation and business software
Knowledge of methods and techniques of research, statistical analysis and report preparation
Skill in building professional relationships
Skill in effective time management
Skill concerning professionalism and courteousness
Skill in educating via both “broad-brush” and detailed when applicable
Ability to focus on achieving goals, including those involving external departments, agencies, and public
Ability to communicate effectively (verbal and written)
Ability to multi-task in a high activity/energy professional environment that includes multiple and concurrent projects and project deadlines, and occasional interruptions and walk-in appointments
Ability to resolve problems in a timely, efficient and effective manner
Ability to plan, coordinate and organize work; set priorities and meet critical deadlines
Ability to follow verbal and written instruction
Ability to research, comprehend, and applies technical information when applicable

Minimum Qualifications

A Bachelor’s degree in Computer Science, Mathematics, or a related field with (2) years of progressive systems and network experience; or an Associate’s degree in similar course work in conjunction with IT-related credentials and (3) years of progressive system and network experience.; or an equivalent combination of relevant education and experience deemed appropriate by the Director to provide sufficient knowledge, skills and abilities to successfully perform the duties and responsibilities of the position.

Working Conditions

Typically works in temperature controlled office environment, barring infrequent field work
Minimum travel
Requires a driver’s license
High visibility of behavior
Moderate physical activity (lifting, stretching, standing)

AN EQUAL OPPORTUNITY/AFFIRMATIVE ACTION EMPLOYER