

**Network Analyst Assistant– Duval County**

The Network Analyst is responsible for trouble shooting hardware, software and technical problems with Agency wide computers. Applicant must be a High school graduate or equivalent; and a minimum of two years of experience in social work or related fields; must have clerical and data entry skills; operate a 10-key calculator and have knowledge of various computer software packages, their operation and computer hardware and modems; must have knowledge of networking systems. Apps/Resumes may be mailed or faxed to NFCAA Attn: HR Dept. P. O. Box 52025, Jacksonville, FL 32201 or fax: (904) 398.7480 or email [nfcaahr@nfcaa.org](mailto:nfcaahr@nfcaa.org)

**Position Title:**  
*Network Analyst Assistant*

**Classification:** Non-Exempt

**Salary Grade/Level:** Pay grade: 05 – Salary Range

**Reports to:** Program Coordinator (CSBG)

**Board Approval Date:**

**Summary/Objective:** Performs duties as the Network Analyst Assistant as well, under the direction of the CSBG Program Coordinator and is responsible for trouble shooting hardware, software, and technical problems with agency wide computers.

**Essential Functions** Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ◆ Researches, tests, evaluate, and recommend data communications hardware and software.
- ◆ Identifies areas of operation that may need upgraded equipment, such as computer and other hardware.
- ◆ Conducts survey to determine user needs.
- ◆ Monitors data communications network to ensure that network is available to all system users and resolves data communications problems.
- ◆ Receives telephone call from user with data communications problems, such as failure of data to be transmitted to another location.
- ◆ Consults with staff and users to identify operating procedure problems.
- ◆ Coordinates installation of computer application and operating systems by testing as well as maintaining and monitoring all agency computer systems.
- ◆ Monitors functioning of equipment to ensure that it operate in conformance with specifications.
- ◆ Confers with staff and management to determine requirements for new systems or modifications.
- ◆ Identifies as areas of operation that need upgraded equipment such as agency computers and hardware.
- ◆ Test and evaluates hardware and software to determine efficiency, reliability and compatibility with existing system.

### ***Network Analyst Assistant cont'd***

- ◆ Monitors agency's system and server performance.
- ◆ Visits vendors to learn about available products and services.
- ◆ Assists users to identify and solve data communications problems.
- ◆ Trains staff and management in use of equipment and software.
- ◆ Develops plans to safeguard computer files against accidental or unauthorized modification, destruction or disclosure and to meet emergency data processing needs.
- ◆ Confers with management to discuss issues such as computer data access needs, security violations and programming changes.
- ◆ Monitors use of data files and regulates access to safeguard information in computer files.
- ◆ Performs other job-related duties as may be assigned.

### **Competencies:**

1. Decision Making.
2. Collaboration Skills.
3. Results Driven.
4. Communication Proficiency.
5. Technical Capacity.
6. Teamwork Orientation.
7. Thoroughness.
8. Flexibility.

**Supervisory Responsibility:** This position has no supervisory responsibilities.

**Work Environment:** This job operates in a professional office environment. This role routinely uses standard office equipment such as computers, phones, photocopiers, filing cabinets and fax machines.

**Physical Demands:** While performing the duties of this job, the employee is regularly required to talk or hear. The employee frequently is required to stand; walk; use hands to finger, handle or feel; and reach with hands and arms.

**Position Type and Expected Hours of Work:** This is a full-time position, and hours of work and days are Monday through Friday, 8:00 a.m. to 5:00 p.m. Occasional evening and weekend work may be required as job duties demand.

**Travel:** Travel is primarily local during the business day, although some out-of-the-area and overnight travel may be expected.

### ***Network Analyst Assistant cont'd***

**Required Education and Experience:** High school graduate or equivalent; and a minimum of two years or responsible experience in social work or related field; must possess clerical and data entry skills; operate a ten key calculator; must have a knowledge of various computer software packages their operation and computer hardware and modems; must also have knowledge of networking systems.

### **Preferred Education and Experience:**

- Windows Server Administration
- Network Administration
- Microsoft Active Directory
- Experience in administering Microsoft Desktop Operating Systems (NOT Apple/MACOS)
- Computer Hardware Installation (Maintenance/Upgrades)

### **Additional Eligibility Qualifications:**

- Must be able to function independently and have flexibility, personal integrity and the ability to work effectively with staff and support agencies.
- Must possess the ability to make independent decisions when circumstances warrant such action.

**Work Authorization/Security Clearance:** Has to successfully pass a criminal, employment, education and drug screening background check.

**AAP/EEO Statement:** NFCAA is an equal opportunity employer and does not condone any form of discrimination, including harassment, with regard to recruiting, advertising, hiring, placement, promotion, transfer, compensation benefits, disciplinary action, termination, and all other privileges, terms and conditions of employment.

**Other Duties:** Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties or responsibilities that are required of the employee for this job. Duties, responsibilities and activities may change at any time with or without notice.