

Nebraska Department of Education
Classification Specification

Job Code: EDB123/ EDR123/EDO123
Paygrade: 47

Established: 9/02 Revised: 6/~~07~~-14

IT Infrastructure Support Analyst Senior

Purpose of Class: Responsible for all phases of installation and maintenance on assigned computer applications; communicates with system users to determine systems needs; researches system enhancements; performs design and analysis of computer systems; responsible for security, policies/procedures, consultation, disaster recovery of network/servers, and communications with Agency management.

Distinguishing Characteristics

Level: Third in a series of four

Work Direction Received: Works under general/limited supervision

Direction of Others: Guides/Oversees; may lead in providing work direction

Scope/nature of Discretion: General discretion; performs duties with moderate opportunity to exercise independence within broadly-defined policies and procedures

Examples of Duties

Hardware and Software support

- Troubleshoots/maintains server hardware
- Installs/configures server software products
- Reviews/approves proposed hardware/software configuration recommendations
- Recommends hardware/software replacement program
- Provides assistance to end users

Network Support

- Plans and manages data communication network
- Responsible for network performance
- Establishes, implements, and maintains network security strategy and requirements
- Acts as point of contact with DAS/Office of the Chief Information Officer
- Troubleshoots network problems
- Assists with enforcement of Acceptable Use Policy

System Administration

- Plans and manages servers and networked devices
- Establishes and implements server/client security
- Maintains server network operating system
- Establishes and maintains network/server policies/standards/guidelines
- Responsible for overall server performance
- Responsible for disaster recovery of network/servers

Examples of Duties (continued)

Research

- Investigates and prepares recommendations on new/emerging technology
- Participates on teams researching specific hardware/software technology
- Tests new hardware/software and makes recommendations on deployment
- Maintains current knowledge of IT direction and trends

Procurement

- Recommends purchases
- Maintains hardware/software inventory system
- Recommends hardware/software standards
- Compares vendor products and price quotes

Training

- Provides informal technical training for infrastructure personnel
- Prepares training plan for individual infrastructure personnel
- Evaluates vendor IT training
- Provides consultation on general technical issues and possible solutions

General

- Provides technical support and application development tools
- Assists/supports preparation of IT plan/budget
- Prepares/makes formal presentations
- Communicates with management on IT issues/projects
- Ensures proper documentation is created/maintained
- Participates on cross-functional teams to represent IT issues and needs
- Maintains regular and reliable attendance.

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Minimum Qualifications

Bachelor's degree in a related area/field, such as computer science, computer engineering, or management information systems, and two years of experience related to the essential functions of the position. Any equivalent education and/or work experience may be substituted in order to meet the minimum qualifications of the position. supporting computer networks including installation, configuration, and troubleshooting of network server hardware, server software products, and workstations. Lesser degrees may be considered with increasing years of experience as follows:

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Degree	Years of Work Experience Supporting Computer Networks Including: Installation, Configuration, and Troubleshooting of Network Server Hardware, Server Software Products, and Workstations
Bachelor's degree in an unrelated area	5 years
Associate's degree in a related area	7 years
Associate's degree in an unrelated area	9 years
High school diploma or equivalent	11 years

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Knowledge and Abilities

Applicants will be screened through written, oral, performance, and/or other evaluations for the following:

Knowledge

- Computer hardware/software
- Applications and user systems
- Peripherals
- Computer assembly
- LAN inter-networking principles and protocols
- Computer systems theory
- Network application interfaces and theories
- Specification development and writing
- Electronic communications networks
- Telecommunications theory
- Distance communication systems
- Operating systems and utilities
- Equipment testing
- Hardware/software interfaces
- User needs analysis
- Data storage and security
- Agency rules/regulations and policies/procedures
- Network planning, design, and evaluation
- Computer systems facilities, support design, and evaluation
- Operational needs regarding data communications

Abilities

- Communicate, both orally and in writing, information/ideas to others
- Read, listen, and understand written/oral communication from others
- Reason deductively: apply general rules to specific problems to arrive at logical answers
- Reason inductively: combine separate pieces of information or specific answers to problems to form general rules or conclusions
- Efficiently shift back and forth between two or more activities/sources of information
- Install, maintain and repair cabling
- Troubleshoot data communication problems
- Provide assistance to end users
- Recognize and identify degree of similarities/differences between individual characteristics
- Concentrate without distraction while performing a task over a period of time
- Exert maximum muscle force to lift, push, pull or carry objects weighing up to 50 pounds
- Stoop, kneel, crawl, crouch and endure prolonged standing
- Move hands, feet and/or fingers easily and skillfully to manipulate small objects rapidly and accurately in accordance with visual stimuli
- Train individuals who have minimum knowledge of computers
- Present information/train others
- Maintain systems documentation
- Inspect products
- Maintain/repair equipment
- Install hardware/software

Abilities (continued)

- Manage material/financial resources
- Identify key causes, operational control, and downstream consequences
- Develop and implement solutions to problems