

**NC State University Band Specification
Networking Analyst**

NA Spec.

Description of Work:

This is technical and analytical work in providing network component planning, configuration, installation, maintenance, high-level trouble-shooting and security. Analysts consult with clients to determine future network, voice and video infrastructure requirements and their costs. Analysts will design additions to the network, determine solutions to complex network problems and issues of network integrity and security. Work may include the design and review of infrastructure and outside requirements for distribution of cabling and network components. Work may also include analysis of network performance complete with resulting recommendations.

Competencies:

Core	Contributing	Journey	Advanced
Teamwork	Contributes to planning and working on shared or joint projects and coordinating with others to achieve agreed upon outcomes.	Assesses skills with a team and works to build on individual strengths within the team.	Assesses skills within a team and works to build on individual strengths within the team.
Customer Service	Establishes a proactive relationship by demonstrating ownership of customer issues.	Promotes positive customer relationships and promotes customer education.	Promotes positive customer relationships and mentors others to ensure customer satisfaction.
Organization Awareness	Understands basic operation of functional unit.	Demonstrates working knowledge of organization and relationships for problem solving.	Demonstrates in-depth knowledge of organization and relationships (formal and informal).
Effective communication	Presents and receives ideas clearly either in writing or verbally.	Interprets and communicates information. Solicits and selects appropriate information and best method or format for delivering or receiving it either in writing or verbally. Clearly conveys ideas on non-routine subjects.	Interprets and communicates information, ideas and instruction. Selects appropriate information and best method or format for presenting it either in writing or verbally. Uses persuasion and negotiation to build cooperation and consensus towards decisions. Translates advanced technical issues into understandable terms for non-technical users.

NOTE: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA. Examples of work are primarily essential functions of the majority of positions in this class, but may not be applicable to all positions.

May 1, 2004

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Functional	Contributing	Journey	Advanced
Planning and Organizing	Organizes and follows detailed technical procedures. Works independently and performs job with minimal supervision.	Organizes and follows complex and/or detailed technical procedures. Works independently and performs job with minimal supervision.	Independently manages project timelines and resources.
Project Management	Manages technical projects involving own work and under minimal supervision.	Manages projects that require directing the work of others but requires decision-making from above.	Manages projects that require directing the work of others and with some latitude on actions or decisions.
Technical Knowledge	Exhibits advanced working knowledge of the specialty area demonstrated by an understanding and use of the general principles and practices pertinent to the specialty.	Exhibits advanced working knowledge of the specialty area demonstrated by an understanding and use of the advanced principles and practices pertinent to the specialty.	Exhibits advanced/comprehensive knowledge of the work area demonstrated by an in-depth understanding and use of advanced principles, theories and practices pertinent to the work specialty.
Technical Solution Development	Integrates knowledge and skills from other specialties to address work assignments and problems of simple to moderate complexity. Applies standard technology applications and explores and adapts changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes.	Integrates knowledge and skills from other specialties to address work assignments and problems of moderate complexity. Applies standard and non-standard technology applications and integrates changing technologies. Independently applies technical judgment to work assignments to achieve desired outcomes.	Demonstrates substantial knowledge of other work specialties and the ability to integrate this knowledge base to achieve solutions to problems of high complexity. Investigates research and integrates new technologies in specialty or related area to improve performance. Develops highly complex information technology systems.
Technical Support	Independently resolves routine problems. Performs diagnostics on assigned software and/or hardware according to standard operating procedures	Independently resolves routine and non-routine problems. Performs diagnostics on assigned software and/or hardware according to standard operating procedures.	Makes suggestions for technical modifications to prevent future problems. Makes decisions based on weighing options and consequences.
Consultancy Skills	Proactively verifies problem resolution.	Gathers and analyzes technical requirements from clients.	Consults with clients and high-level technicians and analysts to analyze and resolve technical problems.

Minimum Training and Experience:

The analyst band requires a foundation of knowledge and skills in area of specialization generally obtained from graduating from a four-year college or university with a major in electronics, telecommunications, engineering, or a closely related field. Experience in the field of work related to the position's role may be substituted on a year-for-year basis.

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