MURRIETA VALLEY UNIFIED SCHOOL DISTRICT
JOB DESCRIPTION

TITLE: INFRASTRUCTURE ANALYST

QUALIFICATIONS

Knowledge of

1. Knowledge of client hardware and operating systems used in Information Systems.
2. Advanced electronic and electrical theory as it relates to Information systems.
3. Advanced Local Area Network (LAN) and Wide Area Network (WAN) software and hardware.
4. Advanced understanding of programming theories.
5. Specific programming languages determined by current application's
6. Data processing systems and procedures.
7. Data communications and network protocols.
8. Advanced server operating systems and hardware configuration.
9. Advanced Ethernet topologies, technologies and configurations.
10. Proper English usage, reading, writing, punctuation, and math at a level necessary to perform assigned tasks.
11. Modern office practices and procedures.
12. Safety rules and regulations for this position.
13. Methods, materials, equipment, and tools used in the maintenance of user workstations, mobile devices, technology systems and software used by the district.
14. Internet resources as related to your field or job function.

Ability to

1. Follow safety rules and regulations for this position.
2. Establish and maintain effective work relationships with those contacted in the performance of required duties.
3. Learn and follow the operations, procedures, policies, and requirements of an assigned program of operational unit.
4. Handle all matters in a tactful, courteous, and confidential manner so as to maintain and/or establish good public relations.
5. Exercise independent judgment and problem-solving skills related to specific areas of responsibility.
6. Present and maintain a pleasant appearance and demeanor.
7. Work successfully with diverse groups of people.
8. Be a productive and active team member.
9. Communicate effectively and tactfully in both oral and written form using the English language.
10. Understand and carry out verbal and written instructions, policies, and procedures in an independent manner.
11. Work independently and maintain high standards of workmanship.
12. Read and interpret technical manuals.
13. Install, repair and service district supported end-user systems and technologies.
14. Prepare and maintain work records and schedules; complete necessary reports.
15. Determine work priorities and schedule work effectively and efficiently.
16. Recommend, design, install, maintain, and administer district technology infrastructure.
17. Learn new technologies affecting district technology infrastructure, maintenance, and performance.

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Ability to (continued)

18. Analyze, troubleshoot and correct complex network protocol and data communications issues.
19. Effectively diagnosis the maintenance and repair of technology infrastructure problems and take appropriate action to resolve same.
20. Estimate the scope and costs of work assignments and to secure the necessary tools and materials to complete each assignment.

Training and Experience

1. Equivalent to completion of the twelfth (12th) grade, supplemented by courses specializing in computer operation, installation, maintenance, and repair.
2. Any combination of training and experience equivalent to a minimum of Five (5) years of experience in providing technical support in a large enterprise environment with at least two years of which must have included responsibility as the primary technical support for an enterprise local or wide area networks.
3. Minimum 2 year degree in Information Systems or equivalent field.
4. Good work history and attendance.

REPORTS TO: Director of Educational Technology and Information Systems or designee.

JOB GOAL: To assist in the design, installation, and maintenance of the district's technology infrastructure including but not limited to, Internet access, LANs, network cabling, network switching and routing. Analyze diagnosis, and repair technology infrastructure issues and provide network user support and assistance as needed, this includes, but is not limited to providing technical support for software and hardware associated with the network, ensuring district connectivity, and reliable access to district systems and services. Assist in the planning and maintenance of network security.

ESSENTIAL FUNCTIONS

1. Assist with district system infrastructure including physical, virtual, and off-hosted systems and services.
2. Perform troubleshooting and analysis of district technology infrastructure including wired and wireless network connectivity, system and operating system software, and system services dealing with both clients and servers.
3. Provide technical procedures and documentation for district technology infrastructure connectivity and systems operations.
4. Assist in the installation and maintenance of district infrastructure, backup and reliability systems in order to ensure infrastructure availability.
5. Diagnose application and service functionality issues as they relate to district technology infrastructure and software.
6. Assist in the maintenance and management of district data based system and services including the querying and formatting of data as well as the generating of reports.

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ESSENTIAL FUNCTIONS (continued)

7. Assist in the management and installation of district technology infrastructure devices including but not limited to voice systems, EMS, Security, wired and wireless as well as any other systems requiring network connectivity.
8. Troubleshoot and recommend systems changes to accommodate changing users' needs and future technology shifts.
9. Performs other related duties as assigned.

OTHER FUNCTIONS

1. Pick up and deliver or arrange/coordinate for pick up/delivery of equipment at district facilities.
2. Maintain inventory of installed hardware and software.
3. Maintain records of pending and completed work/service requests, prepares written and oral reports, as required.
4. Recommends standards for use of computer hardware/software.
5. Establishes computer backup procedures and schedules.

PHYSICAL ABILITIES

1. Visual ability to read handwritten or typed documents and the display screen of various office equipment and machines.
2. Able to conduct verbal conversation.
3. Able to hear normal range verbal conversation (approximately 60 decibels.)
4. Able to sit, stand, stoop, kneel, bend, and walk.
5. Able to sit for sustained periods of time.
6. Able to kneel or squat for extended periods of time.
7. Able to climb slopes, stairs, steps, ramps, and ladders.
8. Able to lift up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
9. Able to carry up to twenty-five (25) pounds frequently, and fifty (50) pounds occasionally.
10. Able to push and pull objects weighing up to forty (40) pounds.
11. Able to exhibit full range of motion for shoulder external rotation and internal rotation.
12. Able to exhibit full range of motion for shoulder abduction and adduction.
13. Able to exhibit full range of motion for elbow flexion and extension.
14. Able to exhibit full range of motion for shoulder extension and flexion.
15. Able to exhibit full range of motion for back lateral flexion.
16. Able to exhibit full range of motion for hip flexion and extension.
17. Able to exhibit full range of motion for knee flexion.
18. Able to operate office machines and equipment in a safe and effective manner.
19. Able to demonstrate manual dexterity necessary to operate calculator, typewriter, and/or computer keyboard at the required speed and accuracy.
20. Able to demonstrate manual dexterity necessary to perform fine maintenance procedures and operate both manual and power hand tools in a safe and effective manner.
21. Able to operate a variety of powered and manual equipment commonly found in computer equipment diagnoses and repair services in a safe and effective manner.
22. Able to operate a motor vehicle in a safe and effective manner.

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SPECIAL REQUIREMENTS

1. Must use safety equipment and devices designated for this position.
2. Possession and maintenance of a valid and appropriate state of California driver's license; have an acceptable driving record; and be insurable at standard rates by district's insurance carrier and maintain such insurability during the course of employment.

TERMS OF EMPLOYMENT: Twelve-month work year
                                    Classified bargaining unit member

EVALUATION: Performance of this job will be evaluated in accordance with Board of Education policy and provisions of the collective bargaining agreement.   The Director of Educational Technology and Information Systems or designee will complete the evaluation.

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**MURRIETA VALLEY UNIFIED SCHOOL DISTRICT IS A
TOBACCO-FREE, DRUG-FREE WORKPLACE AND
AN EQUAL OPPORTUNITY EMPLOYER**

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Board of Education Approved: May 22, 2014