U. S. DISTRICT COURT NORTHERN DISTRICT OF OHIO

Network Analyst

VACANCY #22-37

LOCATION: Cleveland , Ohio   **REPORTS TO:** IT Supervisor

STATUS: Full-time permanent   **CLASSIFICATION:** CL 26 - CL 27

POSTED: August 29, 2022   **STARTING SALARY RANGE:** $50,285-$79,459

AREAS OF CONSIDERATION: All qualified applicants.

CLOSING DATE: Open Until Filled.

Position Overview

The Network Analyst is responsible for ensuring the availability of the Court's network, including virtualized servers, traditional and virtualized desktop systems, backups, online replication (DFSR), LAN/WAN, and security. The Network Analyst monitors and optimizes hardware, systems, and databases to ensure system performance and reliability; performs troubleshooting as required; and administers Active Directory services. The position provides support for systems and court users in Cleveland, Akron, Toledo, and Youngstown. Promotion potential to CL 27 without further competition.

Duties and Responsibilities include, but are not limited to the following:
- Provides hardware and software support for servers, virtualization infrastructure, virtual desktop infrastructure, and operating system environments.
- Assists with the development and maintenance of security policies and procedures. Reviews system security logs in accordance with established policies. Installs security, operating system patches, and database software upgrades.
- Manages a Distributed File System (DFS) and DFS replication; provides file server maintenance and troubleshoots problems with network equipment.
- Resolves routine and difficult problems, including those that have been referred/escalated by peers.
- Provides on-call support and performs end user help desk related duties. Responds to help desk calls and emails.
- Prepares and maintains documentation for local and wide area networks and all related hardware.
- Assesses, tests, and deploys patches and updates to protect the security and enhance the operation of end user desktop and mobile systems.

- Provides support for database structures, including Informix, SQL Server, and MySQL.
- Monitors daily system backups and regularly monitors operations of the network equipment and systems.
- Provides support and problem resolution to desktop, system, laptop, printer, smartphone, and tablet users.
- Recommends and installs updates to ensure continued operation and act as the technical expert in solving network and related computer system problems.
- Travels periodically to divisional offices and potentially outside the district for training.
- Performs other related duties or special projects as assigned.

Qualifications (Must be met at the time of application):
- Bachelor's degree in a computer-related field **or** equivalent experience that would substitute for a bachelor's degree.
- 1-3 Years of experience supporting Windows Servers /Active Directory in a virtual environment (VMWare)
- Experience with Active Directory, DNS, DHCP and DFS.
- Knowledge of PowerShell and command line scripting.
- Experience with Apple products, iOS operation system and mobile devices.
- Experience with CISCO networking, including routers, switches, and wireless technologies.
- Familiarity with Microsoft products including but not limited to Windows, Office 365, Exchange, and SharePoint.
- Microsoft, VMware, or Cisco certifications preferred.
- Experience with SAN or NAS devices in a VMware environment preferred.
- Knowledge of or experience with SQL databases, SharePoint and Linux operating systems preferred.
- Ability to identify new products and solutions to implement new technologies.
- Strong problem solving and research skills: ability to isolate and take corrective action on software problems.
- Must be flexible and able to adapt to constantly changing conditions, highly self-motivated, extremely detail-oriented and organized.
- Must be able to manage multiple priorities and projects with limited supervision.
- Must present a professional demeanor, positive personality, and work well in a team environment.
- Must be able to follow rules, procedures, and the Code of Conduct for Federal Employees.

The Court reserves the right to fill more than the advertised number of positions with this announcement, may modify the conditions of this job announcement, or may withdraw the announcement, any of which may occur without prior written or other notice.