Position Title: NETWORK SYSTEMS ADMINISTRATOR (Network Analyst – Career)

Recruitment #: #2187

Full/Part-Time: Full-Time

Employment Type: Permanent

Bargaining Unit: R09

Salary: $4,372 - $9,877 per month Exempt

Department: Information Technology Services

Available: Immediately

Special Conditions: Background/ Fingerprint

Sensitive Position: Yes

Posted: September 15, 2017

Closing Date: For priority consideration, application materials must be received by September 29, 2017, however, the position will remain open until filled.

Positions are open to all interested applicants, both on and off campus, unless this is an on-campus only recruitment.

APPLICATION PACKET REQUIREMENTS
This position requires (including those on campus) submission of:

- A standard CSU, Bakersfield job application (download at: http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html)
- Names of three professional references
- Copy of degree/transcripts/typing certificate, if required
- Brief description of how you are qualified for this position by virtue of your interest, aptitude, education and experience required.

The Information Technology Services (ITS) division of California State University, Bakersfield is seeking a Network Analyst. We are looking for more than a technologist; we are looking for an innovator, communicator, and integrator. If you are customer service oriented and love technology, desire to grow your skill sets, aspire to make a huge contribution to your peers, and develop the next generation of learners, then consider this position.

Our desire is to acquire and deploy best-in-class systems and services allowing our campus community to maximize our mission of teaching, learning, and outreach.

Specifics: The Network Analyst will be part of our Network, Data Center, and Telecom group, providing system administration and support to our Alcatel-Lucent, Palo Alto, Aruba, and both our Windows and Linux environments. This position will be involved in projects ranging from Next Generation Identity Management to VoIP and Firewalls. In addition to the aforementioned project work, the position will be expected to have experience with integrating cloud systems with in-house enterprise grade systems.

California State University, Bakersfield is committed to Equal Employment Opportunity. Applicants will be considered without regard to gender, race, age, color, religion, national origin, sexual orientation, genetic information, marital status, disability or covered veteran status.
Purpose: Within Information Technology Services (ITS), the Network, Data Center, and Telecom group provides CSUB’s central computing infrastructure which is comprised of both Linux and Windows systems in a physical and virtual server environment. The group is responsible for a variety of items which include the identity management infrastructure, federated identity infrastructure, account management, online directory services, network infrastructure, and the data center infrastructure. The Network Analyst, under the general supervision of the Director of Infrastructure and Support Services in ITS, is responsible for implementing a variety of systems and IT infrastructure related items. The incumbent should be highly skilled with both wired and wireless networks, and systems administration.

DUTIES:
Engineering, Implementation, and Maintenance:
• Participates actively and provides support in all business continuity and disaster recovery efforts.
• Plans and implements any improvement, modification, or replacement of network infrastructure components for both wired and wireless environments.
• Ensures network and IP connectivity of all workstations, application servers, and back-end office infrastructure.
• Implements a secured network using best practices.
• Upgrade network equipment in accordance with the campus’ change management procedures.
• Creates/updates/maintains documentation of the network.

Operations and Support:
• Identifies and remedies network performance bottlenecks for wired and wireless networks.
• Utilize the campus ticketing system to resolve reported issues.
• Provide Tier 3 support by investigating and troubleshooting issues.
• Coordinate and communicate regarding equipment and networks that are not operating normally.

Network Monitoring:
• Monitor the campus’ wired and wireless networks to ensure the best performance.
• Establish performance baselines for monitoring purposes.
• Ensure equipment is operating within established baselines.
• Provide metrics based on ITS Management and user campus needs.

Other Job Functions:
• Work according to project timelines and report on status as necessary.
• Evaluate and recommend hardware and system software procurements.
• Liaise with 3rd Party Vendors and other IT personnel for problem resolution.
• Perform other job-related duties and special projects as assigned.
• Attend training and maintain skill currency as appropriate to safely and effectively complete assignments.
• Backup other IT staff members.

REQUIRED QUALIFICATIONS: Bachelor’s degree from an accredited four-year college or university in Computer Science, Computer Information Systems, Information Systems, Engineering, or a related field and two (2) years of relevant full-time experience. An equivalent combination of related education and work experience in a relevant field discipline will be considered.

• Innovative thinking in addressing old problems with new solutions.
• Experience with OSPF or BGP.
• Experience with integrating enterprise class systems.
• Experience with managing and implementing RADIUS.
• Experience with VoIP technologies and the impact it has on a network.
• Experience with managing and implementing wireless environments.
• Knowledge and use of support ticketing systems (e.g., Remedy, ServiceNow, Cherwell).
• Solid networking knowledge (OSI network layers, TCP/IP).
• Experience with network analysis tools.
• Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
• Excellent computer skills and competence with a variety of computer applications including word-processing, spreadsheets, databases, on-line systems, Internet as well as online calendaring and email.
• Working knowledge of or ability to quickly learn University infrastructure, policies and procedures.
• Demonstrated customer service experience requiring a very high level of diplomacy and professionalism.
• Demonstrated knowledge of ITIL or ITSM principles.
• Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, productive work atmosphere in the University with the ability to establish and maintain effective working relationships within a diverse population and with those from various cultural backgrounds.
• Excellent communication skills: ability to effectively communicate information in a clear and understandable manner, both verbally and in writing.
• Ability to interpret, communicate and apply policies and procedures.
• Thorough knowledge of English grammar, spelling and punctuation.
• Demonstrated ability to maintain a high degree of confidentiality
• Regular and reliable attendance is required.

PREFERRED QUALIFICATIONS:
• Five (5) years of relevant full-time experience.
• Experience with Alcatel-Lucent networking equipment.
• Experience with Aruba Wireless components
• Experience with Nagios
• Experience with Cacti and/or StatSeeker
• Experience with FreeRADIUS or ClearPass
• Experience with AT&T HVS VoIP
• Experience working on enterprise level projects
• Experience with Palo Alto Networks firewalls.

SCREENING: Only those applicants possessing experience most directly related to the immediate needs of the office will be invited to appear before a Qualifications Appraisal Board for the purpose of appraising training, experience and interest in the position.

CALIFORNIA STATE UNIVERSITY EMPLOYEES UNION: It shall be the policy of the CSU in filling vacant CSUEU bargaining Units 2, 5, 7 & 9 positions to fill such vacancies from among qualified individuals currently employed on-campus except when it is determined that it is necessary to appoint outside applicants to meet campus workforce diversity goals or to provide specialized skills and abilities that are not available from current employees.

BACKGROUND CHECK: A background check (including a criminal records check) must be completed satisfactorily before any candidate can be offered a position with the CSU. Failure to satisfactorily complete the background check may affect the application status of applicants or continued employment of current CSU employees who apply for the position.

SENSITIVE POSITION: Sensitive positions are designated by the CSU as requiring heightened scrutiny of individuals holding the position, based on potential for harm to children, concerns for the safety and security of the people, animals, or property, or heightened risk of financial loss to the CSU or individuals in the university community.

DESIGNATED POSITION: If the duties of this position include participation in decisions that may have a material financial benefit to the incumbent, the selected candidate will be required to file Conflict of Interest Form 700: Statement of Economic Interest when they first occupy the position, and on an annual basis, complete ethics training within 6 months of appointment, and attend this training every other year thereafter.

GENERAL INFORMATION: It is the policy of California State University; Bakersfield to hire only United States citizens and aliens lawfully authorized to work in the United States. All new employees will be required to present documentation verifying their right to accept employment. You will also be requested to present a social security card at the time of initial appointment in compliance with state payroll regulations. State regulations require that every state employee sign the Oath of Allegiance prior to commencing the duties of his/her State employment, except legally employed non-citizens. These individuals are required to sign the Declaration of Permission to Work.

APPLICATION PROCEDURE: Official California State University, Bakersfield application forms must be completed in full and received in the Human Resources Office by 5:00 p.m. on/or postmarked by the specified closing date, unless otherwise indicated. Resumes are welcomed but will not be accepted in place of the official application. E-mailed or faxed applications or resumes will also not be accepted.

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Applications are available outside the Office of Human Resources and may be downloaded from the Human Resources website. Candidates who reside outside the city of Bakersfield may contact the Office of Human Resources and request that an application be mailed to their residence. It takes a minimum of 4-6 weeks from the closing date for a position to be filled.

To check the status of your application, go to the Human Resources' Job Opening/Status Inquiry page at http://www.csub.edu/bas/hr/EmployRecruit/Job%20Status%20Inquiry/index.html and click on the "Job Status" icon link. Applicants will not receive individual notifications. Upon submission, all application materials become the exclusive property of California State University, Bakersfield and will not be copied or returned.