HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Network Analyst

Job Code: U8808
Pay Grade: UG
Pay Scale: $74,044.48-$111,066.74 Annually
Exempt: Yes

OVERVIEW

As part of the Infrastructure Network Team, ensure network communications are secure, reliable, and stable at all times and access to external resources and connectivity to external entities are maintained to facilitate 24/7-365 agency operations.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Assist with ensuring day-to-day operations and high availability of Wide Area Networks (WANs) that span two data centers and remote sites.
- Assist with network hardware support including configuration updates, software testing, and lifecycle refresh.
- Work alongside other Information Services Division (ISD) teams to troubleshoot server, client, and application connectivity and performance problems.
- Capture and interpret network system traces to identify application flow issues.
- Assist with performing the wireless site surveys.
- Monitor system capacity and recommend enhancements to meet new or changing network demands.
- Work with Infrastructure Network team members to implement, optimize, monitor, and troubleshoot network connectivity and traffic flow utilizing network management and monitoring tools.
- Secure the network system by enforcing policies and defining and monitoring access.
- Maintain network configuration documentation and facilitate changes in documentation and network monitoring as devices are added and retired from the network.
- Under supervision, design solutions to support the network and various technical needs of Sheriff's Office initiatives.
- Audit and document the network infrastructure to ensure adherence to Sheriff's Office/CJIS standards.
- Work a ticket queue to ensure issues are being resolved in a timely fashion.
- Work with vendors to ensure cabling/equipment installation and configurations are completed to Sheriff's Office requirements.
- Participate in a rotating on-call schedule.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Knowledge of the Open System Interconnection (OSI) model.
- Knowledge of networking infrastructure and operations.
- Knowledge of computer systems, networking, cabling infrastructure, peripherals, and communications equipment.
- Knowledge of networking protocols required for routers and layer 2 switches configuration.

- Must be able to communicate effectively, both orally and in writing.
- Ability to 'think outside the box'.
- Ability to work effectively both independently and as part of a team.
- Ability to set up physical network connectivity with required media and small form-factor pluggable (SFP).
- Ability to identify fundamental networking and technical issues and provide solutions.
- Ability to answer basic questions about installation, operation, configuration, customization, and usage of assigned products based on previous experience and knowledge.
- Ability to perform network inventory, create network data flow diagrams, cable, and test the network systems.
- Ability to configure the domain name system (DNS) and dynamic host configuration protocol (DHCP) services from an appliance-based solution.
- Ability to differentiate hardware or software-related issues.
- Willingness to work outside regular business hours.

SKILLS

- Cisco Technologies
- IT Networking
- Local Area Network (LAN)
- Network Protocols
- Network Technology

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in light physical exertion (e.g., lifting, carrying, pushing and/or pulling of objects and materials up to 10 pounds).
- May be required to visit other job sites to perform work.
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Five years of paid information technology (IT) experience that includes the following: experience with internet protocol (IP) addressing and subnetting; experience with the functions of devices such as switches, firewall wireless access points, and servers; and experience with layer 2 switching concepts/technologies such as media access control (MAC) addresses, virtual local area networks (VLANs), trunks, and spanning tree protocol (STP).

OR

- An associate degree from an accredited institution of higher education with a major in a technical field.
- Four years of paid IT experience that includes the following: experience with IP addressing and subnetting; experience with the functions of devices such as switches, firewall wireless access points, and servers; and experience with layer 2 switching concepts/technologies such as MAC addresses, VLANs, trunks, and STP.

OR

- A bachelor's degree or higher from an accredited institution of higher education with a major in computer science, computer engineering, software engineering, information technology, or

a related field.

- Two years of paid IT experience that includes the following: experience with IP addressing and subnetting; experience with the functions of devices such as switches, firewall wireless access points, and servers; and experience with layer 2 switching concepts/technologies such as MAC addresses, VLANs, trunks, and STP.

OR

- Three years of experience in a Hillsborough County Sheriff's Office Information Services Division position.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- Possession of a IT network certification such as Cisco Certified Network Associate (CCNA) or CompTIA Network Plus (Network+).
- Experience applying network system software upgrades and hot fixes on CISCO routers, switches, wireless controller, DNS appliances, and firewalls.
- Working knowledge of network, server, and storage virtualization (e.g., VMWare vSphere+).
- Knowledge of Linux and/or Windows Operating Systems.