

JOB DESCRIPTION

TITLE NOVELL NETWORK ANALYST/ENGINEER

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Education/ Experience	Associate's degree or equivalent from a college or technical school; Bachelor's degree preferred; or three years related experience and/or training; or equivalent combination of education and experience. Degree in Management Information Systems, Computer Science, or Electronics Engineering preferred. Three years of experience in an enterprise level Novell environment configuring servers and related software including, but not limited to Identity Manager (DirSML), GroupWise, Netware, Novell Cluster Services, Novell eDirectory, ZENworks for Desktops, ZENworks for servers.
Language Skills	Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence and procedures manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
Mathematical Skills	Ability to calculate figures and amounts such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume. Ability to apply concepts of basic algebra and geometry.
Certificate/License	Certified Novell Engineer (CNE) 6 or above preferred. Must be obtained within six months of beginning employment.
Reasoning Ability	Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.
Physical Demands	The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. While performing the duties of this job, the employee is required to sit, talk and hear; stand and walk; use hands to finger, handle, or feel; reach with hands and arms. The employee occasionally lifts and/or moves up to

100 pounds. Specific vision ability required by this job includes close vision, distance vision, and the ability to adjust focus. The employee shall remain free of any alcohol or non-prescribed controlled substance in the workplace throughout his/her employment by the District.

Work Environment The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. Employee may occasionally be required to work near mechanical parts with minimal risk for electric shock. The noise level in the work environment is usually moderate.

REPORTS TO Coordinator of Network Technology

GENERAL RESPONSIBILITIES

1. Supports and maintains the Novell infrastructure of the district including servers and associated Novell software.
2. Designs and integrates the district Novell environment with regard to servers and related software.
3. Provides complete life-cycle support for all servers in the district including design, installation, maintenance, and support.
4. Provides complete support for all directory services of the district.
5. Develops and oversees the implementation of Standard Operating procedures for the Novell infrastructure of the district.
6. Monitors the Novell environment for the district and corrects any issues immediately.
7. Improves and enhances the Novell based infrastructure of the district.
8. Provides technical insight about the district network systems and technology to end-users.

SPECIFIC RESPONSIBILITIES

1. Supports and maintains all district Novell servers as well as all Windows 2000 and Linux/Unix servers.
2. Designs, installs, maintains, and supports all directory services of the district. This includes eDirectory, LDAP, and Active Directory.
3. Maintains cluster services for district, including all clustered Novell servers.
4. Develops and implements monitoring software for the district Novell environment.

5. Monitors the district Novell environment and receives pager notifications from Novell and all server systems in the event of a disruption of service or an outage. Responds to these outages as soon as possible. During critical times (6:30 am – 4:30 pm, Monday thru Friday excluding paid district holidays) the analyst responds to the event within 15 minutes. During other times (after 4:30 pm, as well as Saturdays, Sundays, and holidays) the analyst will respond within 8 hours. In the event that they are not able to respond to the outage or require school access after hours, the analyst will immediately notify the Coordinator of Network Technology.
6. Attempts to maintain a goal of 99.999% of district network systems through continuous analysis and proactive action.
7. Performs various product installations, including, but not limited to NetWare Operating systems, Windows 2000 servers, and related products, including Cluster Services, Identity Manager, ZENworks for Servers, back up products, HP Insight Manager and several other critical network software programs.
8. Develops designs for all current and future directory services, network server, clustering systems, and related software applications of the district.
9. Develops Standard Operating Procedures on all duties relating to this position, including best installation practices, monitoring procedures, maintenance procedures, and troubleshooting steps.
10. Enhances and improves knowledge through reading of documentation, as well as training materials.
11. Provides assistance to the Network Technology staff through training assistance with any issues regarding servers or maintenance on the Novell infrastructure.
12. Provides assistance to staff members of the district with issues regarding servers or any part of the Novell environment that is considered an advanced issue that cannot be supported by a System Support Technician.
13. Develops, installs, maintains and supports the district test environment in which all applications are tested before being implemented in the production environment.
14. Supports the installation of various software products in the test environment and assists district staff who are interested in a software application with installation and evaluation in the test environment to ensure compatibility with the production environment. Examples include various Curriculum, Food Service and Transportation applications.
15. Documents and evaluates installations in the test environment, evaluates the installations, determines the best practices of design and installation, and develops implementation plans and schedules for transitioning a product from the test environment to production.
16. Implements patches on all servers and related software applications throughout the district.

17. Provides after-hours support of systems including hardware and software upgrades. All network installation, maintenance, and upgrades that require an outage will be performed after normal school hours.
18. Determines the best use of existing technology and makes recommendations about the restructuring of systems to best utilize technology.
19. Determines most efficient paths for hardware or software upgrades and determines the most efficient upgrade path.
20. Acts as a mentor to interns, student workers, and volunteers working in the Technology department.
21. Monitors the district network systems, including resource utilization, suggests areas for improvement, and develops a plan of action for implementation of the improvements.
22. Monitors the district network systems for potential issues and problems, and takes proactive measures, suggests improvements and restructuring to resolve the problems before they occur.
23. Performs other duties as assigned.