

MICHIGAN HOUSE OF REPRESENTATIVES

POSITION DESCRIPTION

POSITION: Network Analyst I
GRADE: 7
REPORTS TO: Information Systems Director

POSITION SUMMARY: This is an at-will, non-partisan position. The incumbent is responsible for servicing the computer hardware needs for the House of Representatives, including installation, configuration, and repair of all House computers and printers. The incumbent has a general knowledge of network cabling components, network services. The incumbent works under the immediate direction of the Director and Deputy Director.

PRINCIPAL ACCOUNTABILITIES: The incumbent is responsible for the maintenance, repair, and installation of desktop computers, laptops, tablets and printers for the Michigan House of Representatives. Specifically, the responsibilities include:

1. Configuring and installing desktop computers, laptops and printers including network connectivity and peripheral components.
2. Installing and configuring House email on smartphones and tablet computers.
3. Diagnosing and repairing workstation hardware failures, including troubleshooting down to the faulty system component, e.g., hard drive or network interface card, etc.
4. Maintaining health network standards by monitoring daily backup processes.
5. Coordinating warranty repairs with appropriate vendors and ordering spare parts for onsite repairs.
6. Assisting other Network Support Analysts in diagnosing and repairing network wiring components and wireless network components, including faulty cables, hubs, patch panels, network interface cards, and other service calls.
7. Installing and configuring Windows-based operating systems for desktop computers, laptops and tablets. This may include print driver and network client installation and configuration.

8. Upgrading or replacing desktop, laptop, or tablet workstations using imaging software while maintaining the integrity of the user's data.
9. Maintaining a complete inventory of spare computers, printers, peripherals, and network components.
10. Provide service and support to House users in a timely and responsive manner, including after-hours support when the House is in session.
11. This individual is responsible for other duties as assigned.

JOB QUALIFICATIONS: The Network Analyst I must be capable of lifting 50 pounds and is responsible for utilizing industry standards for proper lifting techniques. The individual may be required to work outside regular office hours as needed. The incumbent must possess strong technical skills and a thorough understanding of the desktop computers, laptops, and printers within the House of Representatives.

Educational requirements are a high school diploma and job related experience.