

Network Support Analyst Job Description

Provide technical support functions for the Local Area Network (LAN) and Wide Area Networks (WAN) including management of hubs, switches, routers, firewalls and servers.

Personal Spec

Extensive experience of network system design and development techniques

Comprehensive knowledge of computer network system protocols

In depth knowledge of capabilities, utilisation and limitations of data processing equipment

Good knowledge of network management practices and procedures, standard computer languages such as AIX or UNIX, IP addressing and TCO/IP networking

Duties & Responsibilities

Maintain network, along with workstation hardware and software

Install, configure and support LAN, WAN and Internet systems

Monitor network to ensure availability to all system users and conduct necessary maintenance in support of network availability

Supervise other network support technicians and plan, co-ordinate and implement security measures

Manage performance tuning and capacity planning activities, ensuring enhanced performance of network resources

Analyse and suggest relevant measures for user support statistics and other data

Assist in maintaining network operating system and security software including the addition of new users and establishment of rights and privileges

Carry out routine backups and file archival to help with disaster recovery