

# Network Analyst



**Regional  
Transportation  
Authority**

The Regional Transportation Authority (RTA), located in downtown Chicago, is currently accepting applications to fill the position of **Network Analyst**.

Under the direction of the Manager, Infrastructure & Technology Services, the Network Analyst is responsible for the administration, implementation and optimization of systems infrastructure. This role includes capacity planning, monitoring, troubleshooting and disaster backup of local area network (LAN) and wide area network (WAN) data communications. This requires a team player capable of working in a fast paced environment. The incumbent ensures the availability of the systems to users and monitors and maintains the functionality of all components and applications.

Responsibilities include but are not limited to:

- Ensure that proposed and existing systems architectures are aligned with organizational goals and objectives.
- Develop, document, and communicate plans for investing in systems architecture, including analysis of cost reduction opportunities.
- Plan, configure, install and maintain the hardware, operating systems, applications, wiring related to network equipment that make up the RTA's enterprise computer network.
- Communicate with users and management frequently to troubleshoot technical issues and customize network and computer programs that address business requirements and user needs
- Document software updates and operational procedures, creating hardware configuration plans and conducting user tests to measure and assess network performance.
- Updates and plans for the update of critical software for operating systems and firmware. Maintains a record of all installed software and current versions.
- Maintains network diagrams and documentation for all servers and network components. Maintains licensing information for all network components. Maintains the RTA's network configuration/procedure manual.
- Administers and maintains the critical systems. Ensures the availability of the network to all internal and external users. Monitors the network to ensure maximum user availability and system performance. Performs systems reconfiguration as required to optimize network functioning. Maintains high availability of RTA's critical applications.
- Implements system policies governing workstation and user capabilities and rights. Ensures that current antivirus software is installed on all servers and workstations. Develops methods to enhance security and to minimize network attacks. Implements system policies to enforce security procedures and provides training to end users in the use of and protection of IT resources.
- Directs, maintains, monitors and verifies scheduled security patches to all systems such that the operations and data of the RTA are protected from malicious or inadvertent damage and destruction. Ensures the ability to recover all data in a timely fashion in the event of a system failure.
- Understands and experienced in managing Cisco network components including 4500 switches, 2900 routers, ASA firewalls, Vlans and Wireless. Experience with Cisco VoIP network would be plus.
- Helps design and manage the RTA's contingency plan, business recovery and disaster recovery plans. Reviews, tests and helps maintain the RTA's disaster recovery.
- Supports systems administrator and help desk to troubleshoot and repair servers, NAS, VMWare, SAN, Active Directory, Exchange, O365 applications and end user workstations and operating systems. Resolve assigned tickets within pre-defined SLAs.
- Serve a rotating shift at the IT Helpdesk service desk; monitoring e-mail, phone and a service request tracking system for new service requests.
- Supports and maintains all data center equipment including servers, racks, AC, UPS, PDUs and other network equipment.

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Knowledge, skills, and abilities equivalent to a bachelor's degree in Computer Science, Computer Information Systems, or a related field. CCNA and MCSE certification preferred.

A minimum of three (3) years enterprise level network and systems administration experience required.

- Knowledge and hands on experience with high-end Cisco switches (For example, Nexus, Cat 3750/4506), routers, ASA firewalls, AnyConnect, Iron Port; routing protocols and Vlans.
- Knowledge and some experience with Cisco UCS and blade technology.
- Experience with Symantec Endpoint (SEP) installation, configuration and monitoring; Wireless (WiFi); enterprise level information security; SAN and VMWare technologies; Windows OS 2008 to 2012.
- Experienced in Microsoft Exchange, Active Directory (AD) and Domain Controller (DC).
- Excellent troubleshooting skills in Windows 7, 10 and Microsoft Office 2010/2016.
- Experienced in servers and desktop patching tools including Footprints and Shavlik; and managing network monitoring tools, for example, Solar Winds.
- Able to communicate and work with the contractors and vendors from the projects' initiation to completion.
- Experienced and familiar with upkeep of data center environment which holds all the servers and network equipment
- Helpful if you have the following knowledge and/or experience with Cisco VoIP knowledge, Dell Desktop Authority, and some scripting knowledge and experience.

Demonstrated ability to work well with a variety of individuals and diverse populations with minimum supervision. Excellent communication skills with the ability to explain problems and solutions clearly to end-users in non-technical terms and have the ability to work calmly and professionally. Advanced ability to use personal computer and software applications particularly project management tools. Must be highly organized, flexible and detail orientated and have the ability to work both independently and in teams. Must be able to maintain confidentiality.

Work is performed in a normal office environment except that the server room may be cooler than a normal office. Work involves periodic lifting and moving of computer equipment weighing up to 75 pounds as required to install, remove items for service or inventory equipment. This position requires periodic after hours and weekend duty and the incumbent must be able to work a flexible schedule.

The RTA offers a competitive compensation and benefits package. The RTA reimburses for travel at the federal rate for mileage reimbursement. Relocation is not available. For more information about the RTA, visit our website at [www.rtachicago.com](http://www.rtachicago.com).

**Minimum salary: \$60,000**

**Please submit a cover letter, resume and salary history to:**

Regional Transportation Authority  
Human Resources, Attn: 17-NA  
175 W. Jackson, Suite 1650  
Chicago, IL 60604

To apply online go to: <https://rtaweb01prd.rtachicago.com/jobposting/?job=192>

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