

**UNC Wilmington  
Networking Career Branch  
Descriptions of Work  
November 2004**

**Networking Technician**

This is technical work in the installation, maintenance and repair of voice, data, and video network systems (and other related network technologies). Work may also involve the installation, configuration, troubleshooting and repair of data circuits, lines and switches. Technicians resolve network-related work requests, and may perform a review before a project is started or during a project to ensure adherence to technical specifications and university standards. Specifications are provided to employees when appropriate. Troubleshooting may be detected and/or performed on-site or through a network monitoring/diagnostic tool(s). Complex network problems are escalated to higher level networking analysts or specialists or vendors for resolution.

**Networking Analyst**

This is technical and analytical work in providing network system planning, configuration, installation, maintenance, high-level trouble-shooting and security. Analysts consult with clients to determine future network, voice and video infrastructure requirements and costs. Analysts will design enhancements to the network, determine solutions to complex network problems and issues of network integrity and security. Work may include the design and review of infrastructure requirements for distribution of cabling and network components. Work may also include analysis of network performance and recommendations addressing issues.

**Networking Specialist**

This is highly technical and analytical work in support of enterprise network planning, high-level troubleshooting, security, network system administration and networking products and services. Work includes the enterprise design, review of internal and external infrastructure requirements, technology evaluation, testing and developing guidelines for implementation. Work may include coordination with customers, technicians, analysts, and specialists for problem resolution and resource planning. Employees develop request for proposals (RFP's) and contracts for services and serve as the expert in that product area. Employees serve as experts on the network and network services including serving as a resource to senior analysts in network problem solving and design. This includes determining needs and researching new technology additions and improvements to the network. Work may include expertise in network management systems, telecommunications networks (data, voice, video and voice over IP), network architecture, network systems administration, network services, or converged network services. May serve as team leader within the work unit.