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# Example of Systems / Network Analyst Job Description

Our innovative and growing company is looking for a systems / network analyst. Thank you in advance for taking a look at the list of responsibilities and qualifications. We look forward to reviewing your resume.

## Responsibilities for systems / network analyst

* Driving the adoption of soft phone use in partnership with BRMs and the communications team
* Regular communications with design team to track bugs, new offerings and user challenges
* Escalation point for all soft phone issues
* Monitor overall quality of the service using various monitoring solutions
* Provide monthly reports on the services including consumption and quality
* Developing and analyzing system and customer requirements
* Documenting operational scenarios
* Developing and documenting system architecture and network topology
* Coordinating with other teams and external customers and agencies
* Configuring routers switches and other networking components

## Qualifications for systems / network analyst

* Cisco Unified Call Manager Clusters (version 9.x or 10.x, later versions a plus)
* Experience configuring and troubleshooting Voice Gateways (ISR Routers, VG224)
* Cisco SRST, Gatekeepers support experience
* Dial Plan Design Experience preferred
* Knowledge of Cisco Video Conferencing Systems
* Solid experience working with Cisco Nexus platform (2k, 5k, 6k, 7k, and 9K)