



Position Title: Network Analyst - Intern	Department: Network Operations
Reports To: Director of NOC	FLSA Status: Non-Exempt

General Summary:

The Network Analyst – Intern is a part of the Ritter Network Operations Center (NOC) team responsible for providing overall operational support to the company’s data, voice, and transport network. Success in this role is highly reliant on the ability to adapt to rapidly changing environments and networks, learn new technologies and processes quickly, and the ability to work both independently and in a team environment.

Essential Job Functions:

- Collaborate with both network professionals and systems developers to gather data from disparate systems via APIs.
- Design and develop databases to store data.
- Develop scripts to gather data from network elements (switches, routers, etc.).
- Design and develop front-end (UI) to present data to end-users.
- Writes technical documents – for repository, user-guides. etc.
- Participates in a team meetings providing valuable input and suggestions.
- Performs other related duties as assigned.

Knowledge, Skills, and Abilities:

- Foundational understanding of computers and networks.
- Demonstrated understanding of LAN/WAN protocols and technologies including Ethernet, VLAN, TCP/IP, Routing, Switching, and ACL.
- Ability to function in a team environment.
- Ability to follow NOC policies and procedures.
- Ability to multi-task and effectively manage multiple high-impact projects.
- Ability to be detail oriented while keeping the bigger picture in mind.
- Ability to work well individually and in a team environment.
- Skill in scripting and front/back-end development. (Python, Pearl, PHP, etc.)
- Skilled in design, development, and query of databases.
- Skilled in commonly used software such as Visio, Excel, Word, and Power Point.
- Skilled in oral and written communication.
- Skilled in reading and interpreting technical documents and information.

Education and Experience:

- Junior or Senior level towards a Bachelor’s Degree in Engineering, Computer Science, or a similar technical degree.



- Candidates toward earning a Master's Degree in Computer Science, Engineering or similar technical degree.

Physical/Cognitive Demands and Work Environment:

The physical and cognitive demands and work environment described here must be met by an employee to successfully perform the essential functions of this job. The associated tasks are representative of those that would be applicable but are not intended to be an exhaustive list. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties of the job.

- Vision – adequate vision is required constantly for written communication, driving to meetings at various work locations, visually inspecting equipment etc.
- Hearing – adequate hearing is required constantly for verbal communication with vendors, co-workers, and clients;
- Mobility – must constantly be able to sit, stand, and walk; also must be able to occasionally stoop, kneel, crouch, or crawl;
- Dexterity – must constantly be able to use hands/fingers to handle or feel and constantly reach with hands and arms for written communication/keyboarding;
- Strength – must be able to lift and carry up to 25 lbs. frequently and up to 50 lbs. occasionally
- Cognitive Ability – must demonstrate sufficient ability to comprehend, remember, reason, analyze, and verbalize to communicate, process information, evaluate and solve problems, plan, etc. This is a safety and security sensitive position and employees must be able to perform the job without impairment.
- Work Environment – primarily works in an office environment with the minimal exposure of disagreeable conditions; may occasionally be exposed to dirt and dust during installations

Note: The statements herein are intended to describe the general nature and level of work being performed by employees and are not to be construed as an exhaustive list of responsibilities, duties and skills required of personnel so classified. Furthermore, they do not establish a contract for employment and are subject to change at the discretion of the employer.