



Superior Court of California  
County of Calaveras

## **TECHNOLOGY ANALYST**

### **POSITION DEFINITION:**

Under general supervision, this is a technical level position that analyzes court information needs and plans, provides for and maintains automated information systems to support those needs and serves as the journey level administrator of all Court networks, electronic mail systems and desktop computer technology.

### **DISTINGUISHING CHARACTERISTICS:**

This is a confidential journey level classification that provides advanced technical support and is responsible for the evolving technology needs of the court, including performing software and hardware support, technology research, planning and implementation.

### **SUPERVISION RECEIVED AND EXERCISED:**

This class receives general direction from the Court Executive Officer and may provide supervision to technology technicians and/or other court staff.

### **QUALIFICATIONS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS:**

1. Employee must have proficient knowledge of:
  - a. Excellent understanding of operation, maintenance, integration and expansion of modern computer networks, NT server and workstation administration experience.
  - b. Fundamental business practices including creating and observing budgets.
  - c. Techniques of project planning and management
  - d. Network and PC operating systems, and advanced LAN and WAN concepts.
  - e. Principles and techniques of installation and troubleshooting of two or more network operating systems
  - f. Internet protocols and services (WWW, FTP, NNTP, DNS, SMTP, POP3, etc.)
  - g. Techniques, equipment and diagnostic software used in the assembly, troubleshooting and repair of personal computers
  - h. Network/server configuration and administration
  - i. MS Exchange Server configuration and administration
  - j. Develop and maintain IP/IPX network structure and sub nets
  
2. Employee must have the ability to:

- a. Manage information technology projects including: budgeting costs, determining task durations, coordinating vendors and other project participants, monitoring and documenting project details using a project management tool (e.g. Microsoft Project).
- b. Assist in the development of IT budgets.
- c. Follow oral and written directions and use good judgment in recognizing the scope and limit of delegated authority.
- d. Understand, interpret and apply information from technical manuals.
- e. Analyze and resolve computer user needs and problems.
- f. Communicate well orally and in writing on technical issues with individuals with varying degrees of computer familiarity.
- g. Instruct individuals with varying degrees of computer familiarity in the use of computerized information systems.
- h. Establish and maintain effective, cooperative and professional working relationships with those contacted in the course of the work.
- i. Maintain strict confidentiality of court management files and information as may be obtained or encountered in the performance of court technology systems design, implementation, operation, maintenance, or upgrades.
- j. Organize work and setting priorities to meet deadlines and working within prescribed time constraints.
- k. Assemble, install, configure, repair and maintain servers, desktop computers and network hardware, peripherals and components
- l. Perform advanced system administration and maintenance functions
- m. Install, configure, modify and maintain operating system, application, network, remote access, and specialized software
- n. Evaluate and translate user requirements into hardware and software specifications.

3. Employee must have and maintain the following certifications / licenses:

Possession of a valid California driver's license within 30 days of hire. Industry certification as a Certified Novell Engineer (CNE) or Microsoft Certified Systems Engineer (MSCE) or equivalent is preferred

4. Employee must not contribute to or create a hostile work environment:

- a. Employee shall not engage in any activity that unreasonably interferes with the performance of any other employee, such as sexual harassment, unlawful discrimination or any other behavior that unduly demeans or intimidates another employee.
- b. As an essential function of this position, the employee must be able to handle high levels of stress satisfactorily and be congenial with other employees, supervisors, subordinates, outside contractors, and other agency personnel.

5. Employee must have the following minimum experience or training:

- a. Any combination of experience and education that would provide the required knowledge and abilities is qualifying.

- b. A typical way to obtain the required knowledge and abilities would be: A bachelor's degree in Computer Science or related field, and / or Microsoft Certified Systems Engineer (MCSE) Certification.

6. Employee must fulfill the following special requirements:

- a. None

7. Employee must be able to meet the following physical demands and working conditions:

Ability to bend, stoop, reach overhead, crawl under work stations. Mobility to work in awkward positions; strength to lift, carry and place computers and related equipment; manual dexterity to operate keyboards, and precision tools and equipment; vision to read handwritten and printed material and computer screens; speech and hearing to communicate in person and by telephone.

May require working overtime, on-call, and weekends.

Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations

**TYPICAL DUTIES (Illustrative Only):**

Depending on assignment, duties may include, but are not limited to, the following:

- Works with user departments to determine how court processes may be improved through the use of automation; recommends processes to be automated; provides a plan for implementing automation solutions.
- Researches, evaluates, and makes recommendations to purchase software packages. Upgrades existing software; creates and maintains proprietary application software.
- Manages design, acquisition and installation of information technology projects including development of information technology requests for proposals and budget requests.
- Develops, or assists in the preparation of formal policies, procedures, and standards for the use of automated systems.
- Develops and maintains appropriate data security levels to insure confidentiality and integrity of court operations, budget, and case file information.
- Ensures that installed automation systems meet user needs (e.g. accuracy, functionality, efficiency, and security).
- Operates a variety of office equipment, including transcription machines, computer terminals, printers, and related equipment..
- Conducts analysis and research on the appropriateness of various system hardware configuration, including computer, printer, monitor, telecommunications equipment, and network equipment; makes recommendations concerning office automation equipment; assists purchasing staff in evaluating computer equipment vendors.
- Maintains various records, documentation, and inventories for computer systems.
- Answers user questions and resolves user problems related to the use and operation of automated information systems.
- Provides end user training, support and service.
- Maintains/manages trouble ticket tracking system.

- Plans and executes LAN and WAN modification and installation projects
- Resolves problems related to application software, operating system, hardware, printing, and networks; refers major system problems to appropriate vendors
- Installs, configures, upgrades, troubleshoots, repairs and maintains desktop computer workstations, servers and peripherals; tests hardware for proper operation
- Monitors LAN and server operations. Maintains, monitors and troubleshoots LAN/WAN communication equipment and local infra-structure equipment
- Installs, configures and maintains new and/or upgraded operating systems, applications, protocols, remote access, and network software
- Performs daily file server backups and verifies their contents
- Administers, maintains and updates Internet firewall and proxy server for Internet access and intruder detection/aversion
- Performs remote and/or on-site diagnostics and troubleshooting using diagnostic software and basic test equipment
- Analyzes software conflicts, hardware problems, and operation and integration of desktop workstations within the Court network and Internet environment
- Maintains current knowledge of the field including learning new and existing software, applications, databases and hardware
- Acts as a liaison and represents the department in meetings with other departments, contractors, vendors and other agencies
- Performs other duties as assigned.