

TECHNICAL ANALYST

DEFINITION

Under direction, supports the technical environment for the appellate courts and the Judicial Council, including hardware, operating system software, network operating system, telecommunications, and all standard office automation software used by the branch; performs related work as assigned.

CLASS CHARACTERISTICS

This is the journey-level class in the Technical Analyst series, and incumbents are fully competent to independently perform the full range of support for computer hardware, operating systems, network operating systems, telecommunications, and office automation software. Incumbents are responsible for identifying, evaluating, testing, and recommending new products, and implementing strategies that improve the delivery of services. Incumbents develop and implement project plans for installation of new hardware and software and upgrades of existing products. Incumbents also provide technical support to all of the Systems Administrators in the appellate courts and the Judicial Council. This class is distinguished from Senior Technical Analyst in that the latter provides lead direction and work review to assigned staff and/or performs and coordinates the most complex and specialized work.

EXAMPLES OF DUTIES (*illustrative only*)

- Resolves problems referred by information systems staff and system administrators in the appellate courts and the Judicial Council regarding hardware, operating systems software, etc.
- Develops performance and testing criteria for new hardware and software.
- Evaluates new products and makes product presentations to internal customers.
- Provides technical training for judicial branch staff, with assistance from training staff as required, in software installed or upgraded by the Technical Support Group.
- Provides vendors' published specifications to contractors for computer power, space, cooling, and computer room design requirements.
- Monitors compliance with computer and cable-plant specifications and requirements provided to contractors for judicial branch construction projects.
- Coordinates with vendors and third-party contractors to resolve product support issues.

- Works with other staff in determining the hardware and software required for implementation of specialized products or procedures in the judicial branch.
- Coordinates the implementation of new and upgraded hardware and software in the appellate courts and the Judicial Council.
- Develops standards for hardware and software configurations of commercially available software used in the judicial branch.
- Collaborates with contracts personnel in establishing maintenance contract specifications for computer products used in the judicial branch, and in negotiating and implementing contracts.
- Keeps up with current technologies (e.g., reading publications and attending seminars) and applies updates to hardware and software used in the judicial branch.

WORKING CONDITIONS

- Work occasional evening and weekend hours.
- May be required to travel statewide as necessary.

QUALIFICATIONS

Knowledge of:

- Network operating systems and network topology used in the judicial branch.
- Network operating system performance analysis and use of utilities to resolve problems.
- Principles of multiple hardware platforms and the interrelationship of different operating systems.
- Telecommunications applications used in the judicial branch.
- File server hardware and repair procedures for file servers and personal computers used in the judicial branch.
- Troubleshooting principles for LAN- and PC-based business applications.
- Principles and procedures for disaster recovery.
- Basic electronics principles.
- General principles of business organizations and operations.
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.

Ability to:

- Conceptualize and integrate systems within an enterprise-wide information systems architecture.
- Prepare formal business requests for various products and services.
- Prepare and manage contracts for systems products and services with appropriate Judicial Council staff.
- Organize own work, set priorities, and meet critical deadlines.
- Reason logically and creatively in analyzing data and drawing conclusions.
- Read and understand complex technical materials and apply knowledge derived from them.

- Arrive at alternative solutions to an unresolved problem.
- Troubleshoot and repair file servers and personal computers used in the judicial branch.
- Use on-line resources such as the Internet for doing research.
- Provide a variety of technical support services to systems administrators in the judicial branch.
- Develop and track project plans.
- Use basic electronics tools, such as a volt meter.
- Maintain and apply current technical knowledge.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

Licenses and Certificates:

- Novell Certified Network Engineer certificate is desirable.
- Microsoft Certified Professional: Product Specialist certificate is desirable.

Education and Experience:

Equivalent to possession of a bachelor's degree, preferably with major course work in computer science, and two years of technical experience in the support of computer hardware, operating systems, network operating systems, telecommunications, and/or office automation software. Additional relevant experience may be substituted for the education requirement on a year-for-year basis. Possession of a directly related postgraduate degree may be substituted for one year of the required experience.

OR

One year as a Staff Analyst with the judicial branch.