

## **SENIOR TECHNICAL ANALYST**

### **DEFINITION**

Under direction, provides lead direction and work review to assigned staff, serves as a consultant, and/or performs complex and specialized work in analysis, testing, and implementation of hardware, operating system software, and network operating system software for the appellate courts and the Judicial Council; interfaces with users, management, and staff to ensure that goals and objectives are met; performs related work as assigned.

### **CLASS CHARACTERISTICS**

This is the lead and/or specialist level in the Technical Analyst series. Incumbents may serve in a lead capacity and direct the work of assigned staff, and/or may serve as specialists who work independently and deal with complex and/or critical projects. Incumbents provide lead direction in the establishment and maintenance of an enterprise-wide computing environment; during the planning phase, incumbents perform a key role in strategy and design. Depending on the position or project, incumbents may utilize a spectrum of skills, from identification of requirements to the implementation of these requirements statewide. This class is distinguished from Supervising Information Systems Analyst in that the latter is responsible for supervising information systems staff, with effective authority for their selection, retention, and training and development and with responsibility for day-to-day supervision, evaluation, motivation, and discipline of employees.

### **EXAMPLES OF DUTIES** (*illustrative only*)

- Provides lead direction, training, and work review; organizes and assigns work, sets priorities, and follows up to ensure coordination and completion of assigned work.
- Provides input into selection, evaluation, discipline, and other personnel matters.
- Researches, recommends, and applies new technologies appropriate to judicial branch needs.
- Investigates, analyzes, and evaluates project feasibility; develops project cost and benefit estimates; estimates project resource needs for staff and consultants.
- Analyzes statewide computing requirements and develops proposals for alternative solutions and implementation.
- Provides direction to the facilities planners on cabling requirements and computer room design.

- Coordinates the development of, contributes to, and reviews operational procedures and disaster recovery plans.
- Coordinates statewide implementation of new and upgraded hardware and software.
- Coordinates statewide systems administrator support and training on standard office automation software.
- Resolves complex problems related to interfaces and connectivity of multiple hardware platforms, operating systems, database management systems, and various other applications.
- Works with vendors to resolve problems and evaluate new products and services.
- Prepares comprehensive written analyses of problems and solutions.
- Advises information systems staff on system technical constraints, performance criteria, and interoperability issues.
- 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**

- Must be able to respond to information systems emergencies.
- Work occasional evening and weekend hours.
- May be required to travel statewide as necessary.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Basic supervisory principles and practices.
- Principles of information systems architecture for enterprise-wide systems deployment.
- Principles of systems design and development and implementation.
- Principles of multiple hardware platforms and interrelationship of different operating systems.
- Network operating system and network topology used in the judicial branch.
- Network operating system performance analysis and use of utilities to resolve problems.
- File server hardware and repair procedures for file servers and personal computers used in the judicial branch.
- Design of building cabling plants and computer facilities.
- Principles and procedures for disaster recovery.
- Multiple hardware platforms and the interrelationship of different operating systems.
- Principles of business organizations and operations.
- Telecommunications applications used in the judicial branch and other state agencies.
- Principles and techniques of project management.
- Principles and techniques of preparing effective oral presentations.
- Principles and techniques of preparing a variety of effective written materials.

#### **Ability to:**

- Plan, direct, and review the work of others on a project or day-to-day basis.
- Use initiative and independent judgment within established procedural guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Conceptualize and integrate systems within an enterprise-wide information systems architecture.
- Design and develop local and wide area networks.
- Prepare formal business requests for various systems products and services.
- Prepare and manage contracts for systems products and services with appropriate Judicial Council staff.
- Develop and track project plans.
- Resolve complex technical issues.
- Explain technical issues to senior management in a nontechnical manner.
- Solve complex technical problems related to interoperability of hardware, operating system software, and telecommunications protocols within and outside the judicial branch.
- Prepare recommendations for new hardware and software based on functional analyses of the product and ability to integrate into the judicial branch environment.
- Prepare effective written materials for purposes of user and system documentation.
- 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:**

None.

**Education and Experience:**

Equivalent to possession of a bachelor's degree, preferably with major course work in computer science, and three years of technical experience in the support of computer hardware, operating systems, network operating systems, telecommunications, and/or office automation, including one year of lead experience for those positions identified as lead. 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 Technical Analyst with the judicial branch.