

Senior Technology Analyst

JOB FAMILY DEFINITION

This classification falls within the Technology Analysis Job Family encompassing a range of work in which incumbents are responsible for providing network, telecommunications, enterprise e-mail applications, servers, operating systems, and infrastructure services and support. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY

Incumbents, as assigned, are responsible for providing project management for network infrastructure programs and projects, in addition to providing design, configuration, maintenance, and troubleshooting services for network, security, servers, operating systems, and other required infrastructure. Incumbents at this level are involved in the more complex infrastructure programs, including network security.

DISTINGUISHING CHARACTERISTICS

The Senior Technology Analyst is distinguished from the Technology Analyst, in that the Senior Technology Analyst functions as an infrastructure expert, providing requirements analysis, design, installation, maintenance, and configuration of one or more assigned major infrastructure programs and/or projects. Incumbents regularly manage complex projects and are considered subject matter experts in their assigned area of expertise. Typically, an incumbent assigned to this classification is a technical and functional expert in their area of expertise and the point of escalation for higher-level support issues.

Work of the Senior Technology Analyst requires the consistent exercise of discretion and independent judgment, using advanced knowledge, to analyze and interpret information and make recommendations.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*

- Serves as a project manager for major network infrastructure programs and projects; provides subject matter expertise and guidance on network technology requirements.
- Provides network infrastructure and/or data center server troubleshooting and higher-level support services; identifies underlying technical issues; recommends and implements solutions and/or designs to correct issues.
- Recommends design and configuration for assigned networks, operating systems, enterprise e-mail, directory services, and servers; oversees the implementation and maintenance of assigned technology; provides guidance and coordination for project team during rollout.
- Works with internal and external clients, vendors, developers, and other technical staff to identify requirements and make recommendations for network and server design and implementation; configures, programs, deploys, and installs enterprise servers and infrastructure components.
- Solves complex technical support problems for and resolves issues of connectivity and interoperability for multiple hardware platforms, network equipment, operating systems, enterprise e-mail applications, enterprise servers, and various assigned applications.

- Configures and monitors network and/or server/proxy security rules and ensures compliance with Judicial Council security policies; responds to security alerts, investigates and identifies potential risks.
- Maintains network management tools; gathers statistics on network performance; prepares, reviews, and provides direction on the preparation of reports, logs, and technical documentation.
- Provides training to internal and/or external clients in assigned area.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*

Responsibilities across incumbents in this classification are covered in the “Examples of Essential Duties” list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific network, server, and infrastructure tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE

Bachelor’s degree, preferably in computer science, information systems, or a related field, and five (5) years of experience maintaining complex infrastructure with extensive knowledge in assigned area of expertise such as servers, hardware, operating systems and/or network operating systems, network hardware, telecommunications, and security.

Possession of a bachelor’s degree in computer science, information systems, or directly related field may be substituted for one of the years of required experience. *An additional four years of professional experience as noted above may substitute for the bachelor’s degree. Or, additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

One year as a Technology Analyst with the Judicial Council of California or one year of experience performing the duties of a class comparable in the level of responsibility to that of a Technology Analyst in a California Superior Court or California state-level government entity.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Network engineering, design, and architecture;
- Network security and firewall configuration;
- Network platforms;
- E-Mail and LDAP protocols;
- Storage protocols, as assigned;
- Virtualization technologies, as assigned;
- Scripting languages, as assigned;
- Best practices and emerging technologies in assigned area;
- Project management principles and techniques;

- Principles and practices of assigned hardware and software troubleshooting and analysis;
- Infrastructure and communication protocols;
- Tools for diagnostics and repair;
- Technology support escalation protocols;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

SKILL IN

- Installing, configuring, and maintaining high-capacity network hardware in a multi-vendor environment, as assigned;
- Detecting, diagnosing, and resolving network problems;
- Understanding of system and application issues in order to resolve functional issues;
- Applying initiative and creativity to technical problem-solving;
- Project management, organization, and logistics;
- Monitoring and researching industry trends;
- Understanding and planning system testing;
- Applying tools for diagnostics and repair;
- Understanding and interpreting technical information and manuals;
- Learning new technologies, systems, and software quickly;
- Maintaining and updating technical documentation and logs;
- Preparing reports;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS

The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, walking, reaching, standing, grasping, fingering, repetitive motions, pushing, pulling, lifting, kneeling, crouching, crawling, stooping, seeing, hearing, and talking.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects.

Incumbents generally work in a typical office environment with adequate light and temperature. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

Please note:

The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.