

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 requirements analysis, design, configuration, maintenance, and troubleshooting services for network, security, servers, operating systems, and infrastructure. Incumbents are responsible for supporting various infrastructure projects and programs for entities within the judicial branch, including network security.

DISTINGUISHING CHARACTERISTICS

The classification of Technology Analyst is distinguished from the Senior Technology Analyst in that the Technology Analyst generally handles all support issues in their area of expertise and escalates to senior staff when higher-level support is required. The Technology Analyst is distinguished from the Senior Technology Analyst as the latter serves as an infrastructure specialist for one or more assigned major infrastructure programs and/or projects, and is involved in designing, installing, and maintaining complex wide-area network architecture. The Technology Analyst is responsible for network system testing and planning, and serves as a liaison to internal and external clients and vendors. In addition, Technology Analysts are typically subject matter experts in an assigned system.

Work of the Technology Analyst requires the consistent exercise of discretion and independent judgment, using 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.*)

- Provides network infrastructure and data center server troubleshooting and support services; identifies issues and escalates problems when required; identifies and recommends alternative courses of action.
- Performs requirements analysis for assigned networks, operating systems, enterprise e-mail and directory services, and servers; plans, designs, configures, maintains, and implements assigned technology; collaborates with project team for rollout; prepares communications and documentation.
- Works with internal and external clients to identify requirements and make recommendations for network and server design and implementation; configures, programs, deploys, and installs enterprise servers and infrastructure components.
- Provides technical support 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; escalates security alerts as required.
- Maintains network management tools; gathers statistics on network performance; prepares 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 three (3) years of experience maintaining infrastructure including knowledge of servers, hardware, operating systems, enterprise mail and directory services and/or network operating systems, network hardware, telecommunications, and security. *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

Three years as a Computer Support Specialist, in the assigned field, or two years as an Associate Analyst in the assigned field, with the Judicial Council of California or three years of experience performing the duties of a class comparable in the level of responsibility to that of a Computer Support Specialist, or two years as an Associate Analyst in the assigned field, in a California Superior Court or California state-level government entity.

LICENSING AND CERTIFICATIONS

- None

KNOWLEDGE OF

- Principles of information systems architecture for enterprise-wide systems deployment;
- Network design and architecture;
- Principles and techniques of network security rules;
- Network security and firewall configurations as assigned;
- Network operating system platforms;
- Principles of Enterprise mail and directory services as assigned;
- File server hardware and repair procedures for file servers;
- Design of building cabling plants and computer facilities as assigned;
- Multiple hardware platforms and the interrelationship of different operating systems;
- Permissions, connectivity, security, DNS/DHCP/access authentication and certificates;

- Role delegation and object creation in Active Directory and Exchange;
- 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 incident management;
- Applicable work rules and policies; and
- Applicable business equipment and desktop applications.

SKILL IN

- Monitoring project schedules, status and compliance;
- Coordinating deadlines and prioritizing competing demands;
- Researching solutions;
- Understanding and planning system testing;
- Applying troubleshooting techniques for various hardware, software, and operating systems;
- Explaining technical information in a way that promotes understanding by non-technical users;
- Installing, configuring, and maintaining high-capacity network hardware in a multi-vendor environment;
- Detecting, diagnosing, and resolving complex network problems;
- Applying security rules and policies;
- Diagnosing and monitoring intrusion detection and prevention systems;
- Understanding of system and application issues in order to resolve functional issues;
- Project management, organization, and logistics;
- Designing and developing local and wide area networks;
- 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;
- Preparing, maintaining, and updating technical documentation, reports, and logs;
- Preparing effective written materials for purposes of user and system documentation;
- 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.