Idaho Judicial Branch
Position Description

Position Title:	IT Systems Analyst (Engineer)
Effective Date:	October 2019
Salary Grade/Range:	Grade 15/16 $48,400 - $72,400
FLSA Status:	Exempt – Computer
EEO Job Category:	Professional

General Position Summary:

The Idaho Supreme Court is seeking a technical, highly motivated, experienced candidate for the IT Systems Analyst position to coordinate multiple systems and technologies in support of Idaho's courts. This position will setup, administer and maintain multi-tiered computing system environments to include servers, cloud technology, and personal computers throughout the State of Idaho. The IT Systems Analyst will be responsible for assisting in the design, implementation and maintenance of Microsoft Windows servers in support of the Court's new case management system and other business applications. Additionally, the individual will manage new storage and servers strategically located throughout Idaho as well as existing county-based servers. This new position will assist with server administration to ensure the health and availability of the Court's server infrastructure and will also assist with Virtual Machine (VM) administration, network printing systems, storage systems, courtroom audio systems, backup technologies, cloud technologies, and other technology platforms or applications as assigned. The position performs various hardware and software troubleshooting tasks as necessary to ensure satisfactory performance and maximum effectiveness of court systems.

This position will have many learning and training opportunities to advance our technology stack, keep the courts up to date and stay current in technology. This position will work on a team of 7 infrastructure professionals and more than 40 IT teammates. The position reports to the IT Manager, Infrastructure and Operations.

Major Duties and Responsibilities: (The examples provided do not cover all the duties which the incumbent in this position may be required to perform.)

- Plans, acquires, installs, configures, and maintains a variety of server, cloud technology, and PC operating systems including server and PC hardware, memory, controllers, redundant array of independent disks (RAID) settings, disk drives, and power supplies;
- Monitors performance of all systems, and conducts server, cloud, and PC platform tuning;
- Tests and installs upgrades and patches for servers and PCs;
- Creates and maintains a patch update and anti-virus schedule;
- Maintains virtual server and cloud systems;
- Troubleshoots and maintains all court servers and PC's including physical and virtual servers;
- Maintains standards of operations and systems security consistent with court policy;
- Plans, develops, and implements directory changes and permission updates;
- Adds, deletes, and modifies Active Directory user and group accounts and assigns proper security rights;
- Monitors system utilization and recommends/implements system enhancement solutions;
- Maintains printing and scanning systems and troubleshoots printing issues;
- Installs, tests, and configures firmware updates;
- Works with court personnel to implement existing and new software programs;
- Provides budget information for future hardware and software additions or enhancements;
- Plans, coordinates and conducts hardware and software rotation cycles;
- Develops and writes procedures for installation, configuration, and use of court hardware and software;
- Maintains service logs and monitors service agreements, warranties, and site licenses;
- Configures, implements, and troubleshoots court voice recording system hardware and software;

- Manages network and user files;
- Troubleshoots and maintains backup systems;
- Performs system backups and restores;
- Maintains network security and user access;
- Assists in architecture of new systems, accounting for growth;
- Monitors storage system performance and usage;
- Performs other duties as assigned.

Minimum Qualifications:

Education and Experience
- Bachelor's degree in Computer Science, Computer Information Systems, or a related field or an equivalent combination of education and experience;
- Four (4) years of experience in systems software, hardware, system analysis, design, programming or network (voice/data) implementation;
- Formal training or experience installing, configuring, administering, and maintaining VMware and Microsoft Windows server operating systems preferred.

Knowledge, Skills, and Abilities
- Knowledge of the installation, maintenance, and operation of server, cloud technology and PC hardware and software including servers, storage area networks (SAN), tape libraries, and printing systems;
- Knowledge of operating systems such as Windows, Windows server and VMware as well as Linux and Unix;
- Knowledge of Citrix system;
- Knowledge of backup systems and software;
- Knowledge of enterprise applications, document imaging and antivirus software packages;
- Ability to work independently;
- Ability to communicate effectively verbally and in writing;
- Ability to match system solutions to specific user requirements and functions;
- Ability to follow complex verbal and written instructions;
- Ability to detect and define obscure problems and propose feasible, cost-effective solutions;
- Ability to write, read, and interpret flow charts and other documentation;
- Ability to display an attitude of cooperation and work harmoniously with all levels of court employees, the general public, and other organizations;
- Ability to complete assignments in a timely fashion;
- Ability to travel throughout the State of Idaho.

The judicial branch reserves the right to consider an equivalent combination of education, training, and/or experience in determining whether an applicant is capable of performing the assigned duties and fulfilling the assigned responsibilities of this position.

Application Instructions:
If interested in being considered for this position, please complete the employment application on our website at www.isc.idaho.gov/careers and submit it, along with your cover letter and résumé, to hr@idcourts.net or to the Idaho Judicial Branch, Human Resources Office, P.O. Box 83720, Boise, ID 83720-0101. ***Application packets must be <u>received</u> by 5:00 p.m. MST, Thursday, January 2, 2020.***