Position Title:	IT Systems Analyst I/II
Effective Date:	April 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 the System Center Configuration Manager (SCCM) client health for desktop and server systems. This positon 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 with a team of eight (8) infrastructure professionals and more than forty (40) IT teammates. This position has the opportunity to make a large positive impact. The position reports to the IT Manager, Infrastructure.

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

- Resolve support incidents/requests in queue per guidelines;
- Responsible for creating custom SCCM reports;
- Maintains the SCCM application software catalog;
- Works with team members to resolve issues and implement best practice solutions;
- Monitors the health of SCCM distribution points and disk space and memory usage for SCCM servers;
- Conducts in-depth 2nd level troubleshooting for support for SCCM related issues for Windows based laptops, desktops and servers;
- Works closely with the Application team to manage SCCM package content;
- Performs various hardware and software troubleshooting tasks as necessary to ensure satisfactory performance and maximum effectiveness of court systems;
- Manages, maintains, troubleshoots and supports desktop Operating Systems in conjunction with application setup, delivery, and maintenance;
- Develops Windows images in a desktop/laptop environment to integrate corporate software and deliver it seamlessly to employees both locally and remotely;
- Act as an escalation point for troubleshooting (and remediation) issues with SCCM client, software update deployments, desktop migrations and application deployments for both internal and external customers;
- Expert knowledge of Microsoft Windows Operating Systems version 8.1 and 10;
- Tests and installs upgrades and patches for servers and PCs;
- Generates image creation, image deployments, configuration file creation and management, packaging, and acts as the primary contact to stakeholders and IT team for deployments;
- Utilizes SolarWinds to monitor infrastructure;
- Maintains standards of operations and systems security consistent with policy;
- Monitors system utilization and recommends/implements system enhancement solutions;
- 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;
- Performs system backups and restores;
- Assists in architecture of new systems;
- Configures systems for growth;
- Troubleshoots and maintains backup systems;
- Performs other duties as assigned.

Minimum Qualifications:

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.

Education and Experience
- Bachelor's degree in Computer Science, Computer Information Systems, or a related field or an equivalent combination of education and experience;
- System Analyst I requires a minimum of two (2) years of experience in systems software, hardware, system analysis, design, programming or network (voice/data) implementation;
- Systems Analyst II requires a minimum of five (5) 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 Microsoft SCCM environment preferred;
- Formal training or experience installing, configuring, administering, and maintaining VMware and Microsoft Windows server operating systems preferred.

Knowledge, Skills, and Abilities
- Knowledge of Microsoft SCCM;
- Knowledge of Microsoft Deployment Toolkit;
- 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 SolarWinds;
- Knowledge of automation scripting using Powershell in Windows;
- Knowledge of backup systems and software;
- Knowledge of enterprise applications, document imaging and antivirus software packages;
- Knowledge of Microsoft Windows Operating Systems version 8.1 and 10, expert level;
- Knowledge of industry best practice of Windows image setup, sysprep, automation, deployment and security;
- Ability to work independently;
- Ability to troubleshoot advanced Windows problems in desktop environment;
- Ability to build image, configure, customize and deploy new desktop and laptop computers/images;
- 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.

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 received by **5:00 pm, MDT, Friday, May 17, 2019.**

The Idaho Courts are an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify Human Resources.