

**Idaho Judicial Branch
Position Description**

Position Title:	IT Systems Analyst (I/II)
Effective Date:	October 2017
Salary Grade/Range:	Grade 15/ \$45,000-65,000
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 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 transition to new case management system. Additionally, the individual will manage new remote document storage servers strategically located throughout the state 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, 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. 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 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 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 systems;
- Troubleshoots and maintains all court servers and PC's including physical and virtual servers;
- Conducts initial troubleshooting of LAN/WAN switch and router problems;
- Maintains standards of operations and systems security consistent with court policy;
- Plans, develops, and implements folder and directory changes/updates;
- Adds, deletes, and modifies user and group accounts and assigns proper security rights;
- Monitors system utilization and recommends/implements system enhancement solutions;
- Adds, deletes, and modifies network printing resources;
- Maintains printing and scanning systems and troubleshoots printing issues;
- Installs, tests, and configures firmware updates;
- Works with users on printer driver configuration;
- 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;
- Creates user access groups and assigns appropriate access rights;
- Creates and monitors Internet access and usage, and prepares usage reports for management;

- Configures, implements, and troubleshoots court voice recording system hardware and software;
- Manages network and user files;
- Performs system backups and restores;
- Maintains network security and user access;
- Monitors storage system performance and usage;
- Configures systems for growth;
- Troubleshoots and maintains backup systems;
- 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;
- IT Systems Analyst I requires a minimum of 2 years of experience in systems software, hardware, system analysis, design, programming or network (voice/data) implementation;
- IT Systems Analyst II requires a minimum of 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 VMware and Microsoft Windows server operating systems preferred.

Knowledge, Skills, and Abilities

- Knowledge of the installation, maintenance, and operation of server 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 necessary to successfully perform the major responsibilities of the position.

Application Instructions:

If interested in being considered for this position, please complete the employment application and submit it, along with your cover letter and résumé to hr@idcourts.net or to the Human Resources Office, P.O. Box 83720, Boise, ID 83720-0101. ***Application materials must be received by Thursday, January 25th, 2018 by 5:00 p.m., MST.***

The State of Idaho is 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.