

**Idaho Judicial Branch
Position Description**

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| Position Title: | IT Systems Analyst I/II – Courtroom Technologies |
| Effective Date: | July 2021 |
| Salary Grade/Range: | Grade 15/\$52,375 - \$67,000 |
| FLSA Status: | Exempt – Computer |
| EEO Job Category: | Professional |

General Position Summary:

The Idaho Supreme Court is seeking a technical, highly motivated candidate for the IT Systems Analyst – Courtroom Technologies position to coordinate courtroom systems and technologies in support of Idaho’s courts. This position will setup, administer and maintain courtroom system environments to include servers, cloud technology, and personal computers for all courtrooms throughout the State of Idaho. The IT Systems Analyst will be responsible for the System Center Configuration Manager (SCCM) client health for courtroom desktop and server system poss. 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 with a team of five (5) 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.

How We Work

The Administrative Office of the Courts is committed to supporting the mission of the Idaho Courts through the use of an agile approach that aligns strategy, work, and capacity. This approach empowers our employees to respond quickly and efficiently to meet the needs of our customers: citizens, courts, judges, employees, and other stakeholders. We believe in continual improvement of our services and products to better serve and support our customers and the evolving environment. Employees are future-focused, take initiative, and are personally responsible for work delivery and professional growth. Our leaders are committed to professional development and growth of employees by empowering and supporting motivated individuals; providing clarity and focus for projects; giving those individuals the environment and support they need; and fostering a culture of collaboration, transparency, learning, trust and shared accountability.

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

- Develops and implements short and long-term audio/visual plans for the Idaho Courts;
- Performs complex system work related to the design, plan, set up, programming, and maintenance of the courtroom technology, video conferencing equipment, and all other sound system equipment;
- Develops technology standards, recommends system upgrades, and provides high-level and long-term analysis of the court’s information technology systems;
- Develops knowledge and operating understanding for integrating the courtroom video platform and solution-set used in supporting hybrid court sessions;
- Serves as the primary subject matter expert for courtroom software, For the Record (FTR);
- Manages, tests, updates, and maintains the mixer configuration for FTR audio;
- Resolve courtroom support incidents/requests;
- Manages, tests, updates, and maintains the video integration hardware and software for courtroom proceedings;
- Develops courtroom audio, video, hardware, and software documentation for support, configuration, and troubleshooting for Idaho Courts standard courtroom technology configuration;
- Works with team members to resolve issues and implement best practice solutions;
- Conducts in-depth 2nd level troubleshooting for support for courtroom devices including windows-based laptops, desktops, recording servers, courtroom audio and video systems;

- Works closely with the Application team to maintain quality control of all court-related and courtroom software;
- Performs various hardware and software troubleshooting tasks as necessary to ensure satisfactory performance and maximum effectiveness of courtroom systems;
- Develops courtroom technology related SCCM packages for windows images for courtroom technology to integrate software and deliver it seamlessly to employees both locally and remotely;
- Maintains the SCCM courtroom application software catalog;
- Acts as an escalation point for troubleshooting and remediation of all courtroom technology including audio and video systems, software update deployments, desktop migrations and application deployments.;
- Tests and installs upgrades and patches for courtroom PCs;
- Utilizes SolarWinds and the For the Record EMS software to monitor courtroom infrastructure and health;
- Maintains courtroom technology standards of operations and systems security consistent with policy;
- Monitors courtroom system utilization and recommends/implements system enhancement solutions;
- Installs, tests, and configures firmware and BIOS updates for all courtroom systems statewide;
- Works with court personnel to implement existing and new software programs;
- Provides budget information for future courtroom hardware and software additions or enhancements;
- Plans, coordinates and conducts courtroom hardware and software rotation cycles and audits;
- Develops and writes procedures for installation, configuration, and use of courtroom hardware and software;
- Maintains courtroom technology service logs and monitors service agreements, warranties, and site licenses;
- Configures, implements, and troubleshoots courtroom audio recording system hardware and software;
- Assists in architecture of new courtroom systems;
- Configures courtroom systems for growth;
- 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;
- 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 enterprise-grade audio recording systems;
- Knowledge of enterprise video conferencing systems;
- 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;
- Knowledge of SolarWinds;
- Knowledge of automation scripting using Powershell in Windows;
- Knowledge of enterprise applications, document imaging and antivirus software packages;
- Knowledge of Microsoft Windows Operating Systems version 8.1 and 10, expert level;
- Ability to work independently;
- Ability to troubleshoot advanced Windows problems in desktop environments;
- Ability to image, configure, customize and deploy new desktop and laptop computers;

- 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 received by **5:00 pm, MDT, _____**.

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.