

**UNIFIED JUDICIAL SYSTEM  
POSITION DESCRIPTION**

**COMPUTER SUPPORT ANALYST**

**CLASS CODE: 99-31-16**

**POSITION PURPOSE**

Provides analysis, planning, and support for computer network infrastructures and equipment; and serves as a network technical expert to ensure computer and network support activities are implemented correctly and effectively.

**DISTINGUISHING FEATURE**

This position ensures networks are functioning properly which allows users access to the resources required to accomplish their duties; recommends changes to network infrastructures to maintain, enhance, and expand capabilities; creates and manages computer accounts, organizational units, and group operating policies to enable users to access and secure the resources they use; and mentors staff in problem identification and resolution.

**MAJOR RESPONSIBILITIES**

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Resolves advanced software and hardware technical problems through analysis and development of resolutions to reinstate full capacity of effective operations.
  - a. Provides technical advice and support on problems unresolved at lower levels.
  - b. Evaluates and tests new standard and non-standard software and hardware in a production environment.
2. Performs advanced network technical support and management to ensure users have access to resources required.
  - a. Uses monitoring tools to detect and denote potential problems.
  - b. Determines components to be replaced.
  - c. Manipulates network configurations to proactively improve efficiency.
  - d. Monitors network servers.
  - e. Troubleshoots network and internet problems region-wide.
3. Performs network analysis, planning, design, and installation to ensure capacity meets users' needs.
  - a. Recommends changes to network configurations.
  - b. Provides information on purchases of hardware and software.
  - c. Tests and implements changes to LAN infrastructures.
4. Manages projects to improve performance and reliability of computer systems.
  - a. Develops or refines processes to optimize and improve network operations.
  - b. Determines projects' advantages and disadvantages.

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- c. Determines requirements for implementing projects and develops deployment strategies and procedures.
5. Researches and evaluates hardware and software to verify capabilities to accommodate users' needs throughout the Unified Judicial System's (UJS) infrastructure.
  - a. Integrates hardware and software into UJS computer systems using existing or newly developed standards.
  - b. Recommends technical solutions for business initiatives.
  - c. Resolves and addresses potential problems prior to user experience.
  - d. Researches features and options to reduce user learning curve.
  - e. Increases technicians' knowledge base and provides continuing in-house education.
  - f. Solicits input from other Information and Technology (IT) staff regarding possible research and development projects.
6. Provides data security measures on workstations, servers, and networks to ensure UJS computers and data are protected.
  - a. Monitors, tests, and installs security patches.
  - b. Assists in research and evaluation of new security technologies and options.
  - c. Tests, updates, and maintains disaster recovery plans.
  - d. Responds to security breaches.
  - e. Monitors compliance with security policies.
7. Provides expertise and leadership for help desk operations.
  - a. Administers tracking system software including installation, maintenance, and generation of reports; and controls backend database functions.
  - b. Tests new implementations of software on LAN and Wide Area Network (WAN), and outside the networks.
  - c. Recommends policies and procedures within the help desk and the tracking systems.
8. Creates Active Directory (AD) and group policy to organize a hierarchy of users.
  - a. Plans and implements changes to the layout of the UJS organizational unit.
  - b. Creates and manages user, group, and computer accounts in AD.
  - c. Creates organizational units as needed.
  - d. Implements security so that only authorized people can make changes.
  - e. Delegates authority so that others have limited rights to perform certain tasks.
  - f. Places users into appropriate groups.
  - g. Creates group policies which control how software is configured on computers;
  - h. Grants or limits permissions of what users can do.
  - i. Modifies group policies as UJS policies change or software or user requirements change.
9. Performs other work as assigned.

## **SUPERVISORY FUNCTIONS**

This position oversees the condition and efficacy of network infrastructures; recommends expansions and enhancements to software and hardware; recommends alterations to network configurations; manages projects to improve network operations; oversees and updates network security measures; and mentors other staff.

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### **ESSENTIAL FUNCTIONS REQUIRE**

Evaluation and understanding of computer systems' interaction, hardware, and software; operating standard office equipment such as copiers, telephones, etc.; sitting for extended periods of time; working in close quarters and climbing ladders to reach networking equipment or cabling; working extended hours as needed; travel to meet with clients; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public; understand, evaluate, and analyze statistical data and draw reasonable and accurate conclusions from that data; manage stress appropriately; meet deadlines; demonstrate initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

### **PROBLEMS AND CHALLENGES**

Challenges include researching and recommending hardware and software configurations that enhance computer and network operations region-wide; making recommendations to improve operations or prevent problems before they occur; and developing deployment plans for computer installations.

Problems resolved include configuration problems and computer or network efficiency issues.

### **DECISION-MAKING AUTHORITY**

Decisions include recommending changes to computers, networks, or peripheral equipment to improve efficiency; identifying potential problems in networks and preparing preventive solutions; determining the necessity of new equipment and the extent of repairs to existing equipment; when to reach out to contractors or other agencies to resolve equipment and network issues; and recommending network and operational policies.

Decisions referred include final approval of purchases and contact with vendors; authorization to restart systems; approval of purchases that expand capacity and ward off future problems; approval of changes to policies; whether to pursue new technology and its value to UJS; and whether or not systems will be replaced.

### **CONTACT WITH OTHERS and PURPOSE**

Routine contact with IT specialists in BIT to resolve problems with shared systems and equipment and to discuss group policy and active directory; with IT specialists in UJS regarding security, network questions and resolutions, servers, group policy and active directory, new technologies and improvement to existing ones, end user support, and mentoring.

### **WORKING CONDITIONS**

The incumbent works in a typical office environment; work sometimes requires working in cramped and confined spaces and climbing ladders; and travel to work sites.

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### COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

#### Knowledge, Skills and Abilities:

Knowledge of:

- computer network protocols, topologies, and infrastructures;
- network monitoring tools;
- computer hardware and software.

Ability to:

- analyze network operations and inefficiencies;
- recommend proactive solutions to problems;
- communicate effectively with a wide variety of clients and technical staff;
- evaluate new hardware and software;
- provide work direction and expertise to others.

#### Education:

Bachelor's degree from an accredited college or university in education, computer science, information systems technology, or a related field.

#### Experience:

Two (2) years of experience supporting computer networks, providing LAN technical support, providing software and/or hardware technical support; or an equivalent combination of related education and experience.