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 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. Provides comprehensive technical support to ensure resolution.
   a. Provides technical advice and support on problems unresolved at lower levels.
   b. Resolves advanced software and hardware technical problems through analysis and development of resolutions.
   c. 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 and software tools to detect and denote potential problems.
   b. Recommends and implements changes.
   c. Manipulates network configurations to proactively improve efficiency.
   d. Monitors UJS systems for potential issues or concerns.
   e. Leads troubleshooting and remediation of problems for small and large area issues.

3. Ensures client security measures to safeguard devices through registration, monitoring, protocol implementation, and automated configuration.
   a. Registers devices in Mobile Device Management (MDM) and Mobile Device Access (MDA) systems.
   b. Monitors device compliance and security status within the MDM/MDA platforms.
   c. Implements and maintains security protocols on all devices.
   d. Deploys, installs, configures, and maintains individual workstations, peripherals, components, and network printers using automated deployment tools.

4. Diagnoses hardware, software and CMS errors to identify and resolve issues efficiently.
   a. Provides technical support for case management software used by the organization.
   b. Addresses and resolves user issues with case management systems.
   c. Troubleshoots and resolves hardware malfunctions and failures.
   d. Diagnoses and fixes software issues, including operating system and application errors.
   e. Utilizes remote support tools to assist clients and perform troubleshooting.
   f. Provides advanced technical support by diagnosing and resolving complex, undocumented hardware, software, and network issues.

5. Manages projects to improve performance and reliability of computer systems.
   a. Develops or refines processes to optimize and improve UJS IT operations.
   b. Determines projects' advantages and disadvantages.
   c. Determines requirements for implementing projects and develops deployment strategies and procedures.

6. 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.

7. Serves as technical research and problem resolution lead by maintaining a knowledge base and resource for the Network Services Manager.
   a. Researches and resolves problems with non-documented hardware, software, and local area networks.
   b. Researches, purchases, and experiments with new technologies.

8. Collaborates and communicates with various entities to ensure technical issues are resolved.
   a. Works closely with other IT staff and departments to ensure seamless service delivery.
   b. Delivers responsive and effective help desk support to address and resolve clients' technical issues.
   c. Manages and responds to IT incidents and problems in a timely manner.
   d. Communicates effectively with users to understand and resolve their technical issues.
   e. Diagnoses and resolves hardware and software problems, escalating complex issues to specialized teams as necessary.

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 UJS IT

system configurations; manages projects to improve operations; completes and assists with updates as needed; and mentors other staff.

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.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:
- the principals of computer science;
- network administration;
- a wide variety of computer software, hardware, and peripherals;
- installation, compatibility, connectivity, and operating systems.

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.