



*Superior Court of California
County of Fresno*



COURT NETWORK SYSTEMS ANALYST I/II/III

DEFINITION: Under the immediate supervision of the Director of Technology or designee, working under the technological leadership of senior staff, installs, modifies, and maintains all network, server, storage and voice infrastructure components within the organization; and performs related tasks as required.

DISTINGUISHING CHARACTERISTICS: The Court Network Systems Analyst series performs the network, voice/telecom, server and/or storage administrative functions which may include the following: design and implement enterprise networks; analyze, develop, modify, implement, and maintain systems software; integrate computer hardware and software into the network infrastructure; provide information and assistance to customers; and log and track the nature and resolution of these problems. Tasks may involve every aspect of technology within the organization, from network configuration to computer installations in the field.

The Court Network Systems Analyst series is distinguished within the department by its ability to work independently to solve problems and execute various technologies. The Court Network Systems Analyst I is the entry-level classification in this series and incumbents perform the more routine infrastructure support work. The Court Network Systems Analyst II level is the experienced level classification in this series and differs from the I level in that incumbents are sufficiently trained to perform more difficult assignments with a minimum of supervision and review. The Court Network Systems Analyst III level is the advanced level classification in this series and differs from the II level in that incumbents perform the most complex assignments with a greater degree of independence.

Incumbents in this class must possess an extensive base of knowledge in computer hardware and software, office automation systems and procedures; telecom/voice, server, storage and network systems; initiative and imagination; analytical skills; good oral and written communication skills; good judgment; ability to work as part of a team; and the ability to establish and maintain effective working relationships.

REPRESENTATIVE DUTIES: The information listed below is meant to serve as samples of job duties and responsibilities for positions in this classification. This list is neither inclusive nor exclusive, but indicative of several types of duties performed. Consequently, this information does not reflect Essential Functions for any given position in this classification.

- 1) Maintains, installs, configures and supports Cisco network infrastructure across a dispersed WAN consisting of 14+ sites. Examples:
 - Cisco Adaptive Security Appliances (ASA's)
 - Cisco Intrusion Detection and Intrusion Prevention System (IDS/IPS) devices
 - Cisco series switches (Nexus, Catalyst, ME, etc.)
 - Cisco series routers and ISR's
 - Cisco Access Control Server (ACS)
 - Cisco CiscoWorks LMS with HUM
 - Fluke probes and traffic capture products
- 2) Maintains, installs, configures and supports Cisco VoIP infrastructure. Examples:
 - Cisco Unified Communications Manager (CallManager)
 - Cisco Unity Unified Messaging

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- Cisco Emergency Responder
 - Cisco Unified Contact Center
 - Cisco MeetingPlace
 - Cisco Unified Operations Manager
- 3) Maintains, installs, configures and supports Cisco Wireless infrastructure. Examples:
 - Cisco LWAPP devices
 - Cisco Wireless controllers
 - Cisco Wireless Control System (WCS) Server
 - Cisco Wireless Location Appliance
 - 4) Maintains, installs, configures and supports extensive VMware virtual server environment.
 - ~90+ virtualized servers
 - VMware ESXi (vSphere Enterprise)
 - VMware vCenter
 - VMware View
 - VMware ThinApp
 - 5) Maintains, installs, configures and supports general server systems. All servers are blade chassis based servers.
 - HP c7000 blade chassis'
 - Cisco UCS
 - 6) Administers, installs, configures and maintains SAN and storage/backup systems. Examples:
 - Multiple HP EVA fiber channel storage arrays
 - Multiple HP ESL tape silos
 - Brocade fiber channel fabric switches
 - Brocade fiber channel over IP (FC/IP) tunneling
 - Brocade Data Center Fabric Manager
 - 7) Assists in administration and maintains IP enabled security electronics systems. Examples:
 - Vicon IP camera/NVR systems
 - Pelco IP and coax camera/DVR systems
 - Hirsch access control systems
 - Building automation systems controlling HVAC and environment control
 - 8) Maintains, installs, configures and supports dynamic web proxy system and static proxy lists. Examples:
 - Websense v10000 series clustered systems
 - WCCP forced proxy
 - 9) Maintains, installs, configures and supports Microsoft Active Directory including Group Policy and Sites and Services.
 - 10) Maintains, installs, configures and supports Microsoft Exchange.
 - 11) Maintains, installs, configures and supports Microsoft SQL.
 - 12) Maintains, installs, configures and supports all server software, applications and programs.
 - 13) Maintains, installs, configures and supports Microsoft Windows and various Linux foundation operating system products.
 - 14) Responsible for all data backups (onsite/offsite), backup strategies and site/disaster recovery planning, including the integrity and reliability of all backed up data.
 - 15) Routinely tests backups/restores for accuracy and dependability.
 - 16) Responsible for access and security administration, including monitoring and end-user access support.
 - 17) Tests new technology and keeps current on latest technology trends and disciplines.
 - 18) Cooperates with and follows change management policies and procedures.

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- 19) Works with work order system and ticket tracking/escalation system.
- 20) Receives, logs, and monitors calls from users regarding hardware, software, and/or network problems; and assists customers in resolving problems after troubleshooting operational systems.
- 21) Determines the nature of problems by testing connections, hardware, and software; and by consulting with Court Technology Department and other technical staff, including outside vendors.
- 22) Coordinates site preparation and ensures that power, cabling, and communication requirements have been met prior to equipment installation and to meet "room/site ready" state.
- 23) Develops or modifies technical operating procedures, Microsoft Visio diagrams and documentation
- 24) Compiles statistics on network, hardware, and software performance, including general monitoring and reactive investigation as needed.
- 25) Works with LAN wiring for patching on access-layer in wiring closets and in the field.
- 26) Helps design, implement, monitor and maintain an enterprise network using LAN/WAN/MAN inter-networking technology, including various network protocols and management systems.
 - MPLS
 - BGP
 - EIGRP
 - WCCP
- 27) Works with data circuit providers (AT&T and Verizon) to troubleshoot Internet, WAN and extranet circuits/interfaces.
 - T1's (MLFR/ATM)
 - OC3's
 - Metro-E (Opt-E-MAN, Giga-MAN, Deca-MAN)
- 28) Helps evaluate and recommend hardware and software.
- 29) Organizes, modifies, implements, and maintains systems software required to support network and the associated infrastructure.
- 30) May provide training and support to Court Technology Department staff.
- 31) Performs other duties as assigned.

EXPECTED KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- LAN/WAN/MAN networking technologies and dispersed topologies, including, but not limited to VLAN, routing, switching, VPN, multi-zoned firewalls with Internal/DMZ/Extranet/Internet.
- Cisco hardware and IOS/NX-OS, including proficient management experience through CLI and ASDM.
- Multiple routing protocols, including MPLS, BGP and EIGRP.
- Cisco Voice over IP (VoIP).
- Cisco enterprise wireless topologies, including anchoring and multiple SSID and channel management.
- Storage Area Network (SAN) administration and configuration; fiber channel technologies, and fabric management.
- VMware virtual server environments.
- Servers, blade servers, and blade chassis products and environments.
- Backups, restores and disaster recovery strategies.
- Server and desktop operating systems (i.e. Windows and Linux).
- Server/Client model architecture and datacenter environments.

Skill and Ability to:

- Work well independently and as a member of a team.
- Understand and follow oral and written directions.
- Communicate effectively both orally and in writing.
- Prepare clear and concise written procedures.
- Observe email etiquette.
- Learn and perform new tasks and assignments as required.
- Work well with competing deadlines.
- Adapt to changing conditions in a positive manner.
- Be flexible in work schedule and assignments; maintain regular attendance.
- Demonstrate a willingness to learn new technologies.
- Research and utilize educational resources in order to expand knowledge base.
- Assist in planning for technological systems for the short, mid and long term.
- Deal effectively with difficult customers and situations.
- Remain calm and proactive in the face of system downtime or disaster.
- Collect, compile, and analyze data and information.
- Prepare and maintain project reports.

PHYSICAL REQUIREMENTS:

With or without reasonable accommodation, must be able to speak and hear sufficiently to communicate clearly and understandably in person and over the telephone; independent body mobility necessary to perform daily tasks and access an office environment; learn and use computer software programs and application concepts necessary to perform assigned duties. In addition, must be able to squat, crawl, bend and lift, carry, push, and pull up to 50 lbs. as necessary.

BACKGROUND INVESTIGATIONS: Court employees shall be subject to a modified background investigation and fingerprinting. Convictions, depending on the type, number and date, may be disqualifying. False statements or omission of facts regarding background, employment or education history may result in disqualification or dismissal.

MINIMUM QUALIFICATIONS:

Education: (*Court Network Systems Analyst I, II, or III*)

A Bachelor's of Science from an accredited college or university in Engineering, Information Technology, Computer Science, or a closely related field.

OR

Current Certification of any of the following: a Microsoft Certified Systems Engineer (MCSE), CISCO Certified Internetwork Expert (CCIE), Cisco Certified Voice Professional (CCVP), Microsoft Certified Professional (MCP), Cisco Certified Network Associate (CCNA), Cisco Certified Network Professional (CCNP) or other advanced applicable certification.

COURT NETWORK SYSTEMS ANALYST I

Experience: At least one (1) year of full-time paid work experience equivalent to that gained as a Network or Telecommunications Specialist, Network Systems Engineer or Administrator, or other related classification.

COURT NETWORK SYSTEMS ANALYST II

Experience: At least two (2) years of full-time paid work experience equivalent to that gained as a Network or Telecommunications Specialist, Network Systems Engineer or Administrator, or other related classification.

COURT NETWORK SYSTEMS ANALYST III

Experience: At least four (4) years of full-time paid work experience equivalent to that gained as a Network or Telecommunications Specialist, Network Systems Engineer or Administrator, or other related classification.

OR

Any combination of relevant experience and/or education that would demonstrate that the individual possesses the necessary knowledge, skills and abilities listed above as determined by the Court Executive Officer.

License: Possession of valid Class “C” California Driver’s License is required.

Job Code: 2351	FLSA Status: Non-Exempt	UMC: 4001a
Bargaining Unit: UNR	Probationary Period: 12 months	REVISED: 07/11/11
EEO Job Category: Technician	Approved by CEO: 07/11/11	
