



SENIOR INFORMATION TECHNOLOGY ANALYST

Office: Information Technology
Status: Exempt – General Unit
Grade: 10C

ORGANIZATIONAL RELATIONSHIPS

Reports to: Director of Applications, Director of Operations or IT Manager
Supervises: No

DEFINITION

Under general direction, performs advanced, specialized work of professional nature, utilizing skills that require technical expertise and an understanding of complex analytical procedures and systems processes, including network operating systems, the development of complex applications; network infrastructure; and database management; while working with a significant amount of independent authority and judgment. Incumbents' primary responsibilities consist of acting as the lead over a team of professional information technology employees and/or providing expertise and guidance in complex information systems analysis and solutions, including the strategic, overall design of complex systems; and performs other related duties as assigned. May provide functional, technical, or direct supervision over subordinate technical and/or professional staff.

DISTINGUISHING CHARACTERISTICS

This is the lead/advanced journey-level class in the Information Technology Analyst job family. This class is distinguished from the class of Information Technology Analyst II because incumbents in the Senior Information Technology Analyst class perform complex level professional systems and applications-related duties that include acting in an advisory role to other analytical staff and providing strategic input within his/her area of specialization; and/or leading a team of information technology professionals, including the direction and assignment of work. The Senior Information Technology Analyst is distinguished from the Senior Business Systems Analyst in that the Senior Business Systems Analyst is responsible for the management/coordination of projects designed to develop technical solutions and/or enhancements related to the automation of business processes to meet user needs; whereas the Senior Information Technology Analyst is responsible for providing lead direction and/or technical expertise in the actual design and maintenance of the technical solution. The Senior Information Technology Analyst is distinguished from the Information Technology Manager in that the former may be responsible for providing direct supervision where the emphasis is on the application of technical expertise, with supervisory responsibilities incidental to the technical expertise while the latter's primary responsibility is for managing a major work unit within the Information Technology Department and the primary responsibility is for performing full, supervisory responsibilities.

MAJOR DUTIES & RESPONSIBILITIES

1. Serves as a technical expert within area of assignment, providing guidance and direction to other professional staff and resolving complex problems; participates in developing strategic plans for systems/applications development and modification within area of expertise.
2. Analyzes and evaluates computer network design (including the State Bar's overall network), operating systems and/or business requirements; consults with personnel from various departments and identifies areas for strategic network, database, and/or operating system improvements and upgrades; or the development of technical solutions to automate and/or improve business processes. Designs system architecture, network infrastructure and configuration, database, and/or web-based application solutions that meet the needs of the organization and develops plans to initiate improvements.
3. Prepares complex reports, correspondence and other documents; participates on committees and task forces; attends meetings, conferences and training sessions.
4. Answers questions and provides information to personnel of customer departments; analyzes questions and recommends appropriate corrective action as necessary.
5. Coordinates with systems, network and/or database administrators to implement application or system design specifications and coordinate integration across multiple platforms and technologies; maintains effective communications with users regarding vendor activities, problems, status, timelines and other details.
6. Trains, leads and provides technical guidance to professional and technical staff assigned to operating systems, network infrastructure, business systems analysis and application development, database administration, and/or telecommunications systems. Directs the work of peers and/or subordinate professional information technology staffed.
7. Recommends the appointment of personnel; provides or coordinates staff training; provides standards and operating guidelines; provides timely input on performance evaluations and disciplinary matters, as assigned.
8. Provides technical and functional supervision of contractors/vendors.
9. Provides after hours technology support as assigned.
10. Coordinates the activities of State Bar technical personnel and contract personnel during major and minor network problems; provides problem status, oral and written, to management; focuses on preventing and resolving network and system problems related to area of assignment.
11. Serves as the administrator for large and highly complex databases; researches and identifies database environment requirements and specifications; determines integration requirements to ensure inter-operability across multiple platforms and technologies.
12. Oversees and provides guidance and expertise in the design, building, installation, configuration, maintenance and administration of highly complex network infrastructures, telecommunications systems, or server platforms and operating system components.
13. Communicates and coordinates with various State Bar departments and divisions on business process automation needs, identifies the appropriate staff resources for projects based on knowledge, skill, and

workload and assigns projects accordingly. Designs and creates and/or directs others in the design and creation of complex software and/or web based applications across applications that cross multiple Court departments in order to accomplish business goals.

14. Provides recommendations related to the development and/or improvement of hardware, software, and/or web-based applications across multiple Court departments in order to accomplish business goals; recommends and/or implements operating system adjustments to maximize application performance and resource resolution.
15. Follows, maintains, and implements internal control, network security and other security systems for computer and telecommunication data, systems and hardware protection.
16. Performs other related duties as assigned.

KNOWLEDGE & SKILLS

Knowledge Of:

- Principles and practices of effective team building, team leadership and conflict resolution.
- Principles and practices of project management and work flow analysis.
- Principles of application development methodologies such as Waterfall, Agile, etc.
- Advanced principles and practices of systems and procedures analysis and design
- Complex software Tools, test equipment and measurement techniques.
- A broad range of operations, services, concepts, terms and activities common to a comprehensive, state-of-the-art information systems program.
- Principles, methods and techniques used in designing, developing, testing and implementing computer hardware and software systems.
- Computer hardware and software systems being used by the hiring department.
- Principles and practices of troubleshooting computer hardware, software and network problems.
- Principles and practices of customer service.
- Methods and techniques of developing and presenting technical documentation and training materials.
- Principles and practices of record keeping.
- Modern office procedures, methods and equipment
- Techniques and practices used in managing, designing, implementing, maintaining and operating IP Network and telephony systems including WAN/LAN, VoIP, Audio/Video systems, and associated network equipment.
- A broad range of protocols commonly used in wired and wireless communications networks (e.g. TCP, IP, UDP, SNMP, RADIUS, BGP, OSPF, RIP, Serial, TDM, TFTP, FTP, SSH, SSL, etc.).
- Complex applications utilized by the Court and associated processes, including civil, juvenile, and traffic court; as well as, the associated programming languages.
- Principles and practices of business operations analysis.
- Principles and practices of complex database design and administration.
- Enterprise Level Information Technology Infrastructures

ESSENTIAL ELEMENTS / ABILITY TO

- Conduct independent research, interpret highly technical documents, draw valid conclusions, develop technological solutions, take appropriate actions and/or make appropriate recommendation related to complex IT problems.
- Analyze, diagnose and resolve problems of the most complex nature and provide guidance to others in the diagnosis and resolution of complex problems.
- Lead, train, assign, schedule and review the work of technical and/or professional information technology staff.
- Effectively build and lead a team through all phases of complex information technology projects involving multiple IT disciplines in order to achieve departmental and/or State Bar goals.
- Produce requirement, detailed design and work specifications for Requests for Proposals (RFPs), Requests for Quotes (RFQs) and Statement of Work (SOW) documents.
- Research and gather complex information from a variety of State Bar , vendor and industry sources.
- Prepare and present highly technical documents such as network and system diagrams and circuit schematics, Radio Frequency propagation and network coverage maps and other technical documents.
- Provide expertise and effectively advise professional technical staff on complex technical matters.
- Develop training materials; train team members in the use of complex technical equipment and software.
- Read, comprehend, and retain technical information on computer products and systems.
- Provide on-call service during off hours, evenings, weekends and holidays.
- Conduct business analysis and recommend technology solutions or business strategies that meet State Bar , state and federal requirements.
- Create, present and explain complex diagrams to illustrate technology solutions.
- Analyze, develop, maintain and administer complex databases and database management systems similar to those being used by the assigned department.
- Perform advanced network administration duties, including security administration.
- Analyze, develop, and maintain complex network-related systems, equipment and software similar to that being used by various State Bar departments/divisions.

MINIMUM QUALIFICATIONS

Education:

Equivalent to completion of a Bachelor's degree from an accredited college or university with major coursework in computer science, information systems or a closely related field. Possession of one or more approved information technology certificates and/or completion of other approved technology-related training may substitute for some or all of the required education.

*Senior Information Technology Analyst
Information Technology*

Experience:

Two years journey level professional information technology experience comparable to an Information Technology Analyst II with State Bar.