

INFRASTRUCTURE ANALYST

DEFINITION

Under minimal direction of the Network Administrator, analyzes, designs, constructs and implements the most difficult, large scale and/or complex data processing solutions on a variety of system platforms which include: personal computers, local and wide area networks, servers, database management systems, video conferencing and audio-visual systems, and enterprise management tools to meet departmental and court-wide requirements. The "infrastructure" designation indicates a responsibility for enterprise systems that typically affect multiple departments or the entire enterprise, or require significant depth of knowledge in highly technical areas. Does other related work as required.

DISTINGUISHING CHARACTERISTICS

The Infrastructure Analyst position differs from the Automation Specialist series in that the Infrastructure Analyst is primarily focused on systems that affect multiple departments or the entire enterprise focusing on complex problem identification/resolution and solution; whereas, the Automation Specialist is primarily focused on end-user or departmental systems and ensuring the proper operation of workstations, departmental systems and other designated systems.

TYPICAL TASKS

- works on large-scale and/or complex data processing projects;
- acts as a project leader;
- perform system analysis;
- develops system designs;
- programs system components, typically at a scripting level;
- system development and implementation;
- assist in system and network troubleshooting;
- assists in the training of staff in the use of a variety of automated systems;
- develops thorough knowledge of automated systems throughout the court including those that are used to communicate with other State agencies;

EMPLOYMENT STANDARDS

Knowledge of:

- system administration on a Microsoft network;
- Video teleconferencing principles
- modern networking design principles, including the concept of VLAN's;
- network hardware configuration, administration, monitoring, and maintenance techniques;

- network security;
- remote access;
- server administration;
- enterprise system management techniques (i.e. patch management, remote application deployment, disk imaging, etc.);
- data center management;
- audio-visual design and troubleshooting of legacy and IP based AV systems;
- general knowledge of court operations.

Ability to:

- perform system analysis and design on a large, difficult and/or complex data processing systems, particularly those systems involving multiple departments;
- establish and maintain effective working relationships;
- apply logic and draw valid conclusions;
- think creatively to develop effective solutions to complex problems in a variety of situations;
- manage large projects to a successful conclusion;
- interact effectively with co-workers, management, staff, AOC, vendors and county employees.

PHYSICAL CHARACTERISTICS

The ability to bend, stoop, reach, push, pull and use a step stool to reach supplies stored above shoulder height; lift and carry items up to 50 lbs; speech and hearing sufficient to communicate effectively in an office environment; manual dexterity to operate a computer keyboard; sit at a desk or computer for extended periods of time. Personal mobility to work in various office and courtroom locations.

EXPERIENCE/EDUCATION

A) Bachelor's degree in Information Technology, Computer Sciences or related field **-AND-** two years of varied technical experience **OR:** **B)** Five (5) years of increasingly responsible experience designing, integrating and supporting information systems involving data networks, internet technology and Windows networking.