

INFRASTRUCTURE ANALYST

DEFINITION

Under minimal direction, analyzes, designs, constructs and implements the most difficult, large scale and/or complex information 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. May perform 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, concentrating 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 information processing projects
- Acts as a project leader
- Performs 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 information 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, Judicial Council, vendors and County employees

PHYSICAL CHARACTERISTICS

- Dexterity, coordination and vision to use a computer keyboard and video display terminals on a daily basis
- Hearing and speech sufficient to communicate effectively in an office, with the public and Court staff
- Personal mobility to:
 - work in various office and Courtroom locations
 - move objects weighing up to 50 pounds
 - move from place to place within an office
 - sit and/or stand for prolonged periods of time
 - bend, stoop, reach, push, pull, climb, crawl, kneel and use a ladder or step stool to reach equipment or areas above or below shoulder height

EXPERIENCE/EDUCATION

Graduation from college with an AA or AS degree in Information Technology, Computer Sciences or related field AND two (2) years of varied technical experience **OR**

Three (3) years of increasingly responsible experience designing, integrating and supporting information systems involving data networks, internet technology and Windows networking.