



October 2018
FLSA: EXEMPT
CLASS CODE: 01717

INFORMATION SYSTEMS ANALYST SUPERVISOR

DEFINITION

Under general direction, supervises, organizes, coordinates, reviews, and participates in a variety of professional, technical, and analytical activities related to the support and evaluation of the Court's information technology systems, including a variety of computer hardware, software, server, and peripheral equipment required for hosting Court applications; stays informed of new technology; provides recommendations, support, and assistance to the Information Technology Manager, other information technology support staff, and Court users; and performs related work as required.

SUPERVISION RECEIVED AND EXERCISED

Receives general direction from the Information Technology Manager. Exercises direct and general supervision over assigned professional and technical staff.

CLASS CHARACTERISTICS

This is a full supervisory-level class responsible for the maintenance, support, and development of information technology across multiple platforms. The incumbent organizes and oversees day-to-day information services activities, projects, and programs and has significant accountability and ongoing decision-making responsibilities associated with the work. The incumbent assumes critical oversight of projects focused on the on-going support and enhancement of the Court's information systems. This class is distinguished from the Information Technology Manager in that the latter has overall responsibility for all programs, operations, activities, and services of Court's Information Technology department.

EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)

- Supervises, organizes, coordinates, and participates in a variety of complex professional, technical, and analytical activities related to the support and evaluation of the Court's information technology systems including the installation, maintenance, and upgrade of the local area network, required hardware and software, infrastructure, personal computers, and communications systems.
- Participates in the selection of, trains, motivates, and evaluates assigned personnel; works with employees to correct deficiencies; recommends discipline to the Information Technology Manager.
- Oversees, coordinates, and provides high-quality internal customer service and performs technical support, installation, maintenance, and repair of computers and other information systems equipment for all court facilities; establishes schedules and methods for providing customer support services; identifies resource needs; reviews needs with appropriate management staff; allocates resources accordingly.
- Participates in the development of policies and procedures; monitors work activities to ensure compliance with established policies and procedures; makes recommendations for changes and improvements to existing standards and procedures.
- Serves as project manager for assigned projects, including overseeing project progress and reporting, assigning and delegating assignments to assigned staff, gathering user and systems requirements,

working with vendors, contractors, project managers, and other project staff, installing, configuring, testing, and providing general technical support, and developing technical and user documentation.

- Installs, designs, configures, maintains, and upgrades operating systems, hardware, and software ensuring proper integration of these components with existing system architecture across disparate platforms.
- Gathers and analyzes service performance metrics and data; develops reports and recommendations for changes and improvements to ensure efficient and quality service delivery.
- Develops optimum software configurations to achieve program functional goals; locates, reviews, re-formats and downloads existing system data; tests and de-bug programs; determines whether new program meets the client's business and technology requirements; recommends changes as needed.
- Evaluates and tests system and network upgrades; installs or upgrades in-house or vendor software; troubleshoots and resolves complex hardware, software, network failure, compatibility and telecommunications problems; recommends and implements changes and improvements.
- Monitors network security and performance; identifies unauthorized network access and potential security risks; implements and administers security strategies; measures volume and performance of network traffic; identifies utilization and performance issues; recommends improvements to security and network performance.
- Participates in the development, administration, and oversight of department budgets.
- Manages and participates in the administration and maintenance of the Court's information technology infrastructure; evaluates, selects, and recommends Court-wide technology purchases; develops long-term information systems strategies to plan for and control network upgrades and growth; evaluates and recommends new technologies; and encourages innovation among technical staff in the utilization and implementation of ideas and techniques.
- Oversees the maintenance and monitoring of inventory levels of network and computer supplies and equipment; orders, receives, and maintains adequate inventory levels; researches, evaluates, and confers with vendors concerning network systems, hardware, software, and peripherals; reviews coordinates, and authorizes purchases; recommends vendors and evaluates bids in order to assist in large scale information technology purchases.
- Coordinates and directs the work of software vendors to identify and resolve programming and other operational problems; coordinates the scheduling of corrective patches and upgrades between vendors and staff; interacts with vendors, external agencies, auditors, or other staff to obtain requested data or special reports.
- Participates in administering information services related contracts; works with other divisions and/or departments to negotiate or renew cost effective contracts; monitors and evaluates contractor performance to ensure compliance with County and department standards; initiates corrective action as appropriate.
- Stays abreast of new trends and innovations in information technology; researches emerging products and enhancements and their applicability to Court needs.
- Receives, investigates, and responds to difficult and sensitive problems and complaints in a professional manner; identifies and reports findings and takes necessary corrective action.
- Performs other duties as assigned.

QUALIFICATIONS

Knowledge of:

- Principles and practices of employee supervision, including work planning, assignment, review and evaluation, and the training of staff in work procedures.
- Administrative principles and practices, including goal setting, program development, implementation, and evaluation, and project management.

- Advanced principles of computer system operations, information systems infrastructure, and peripheral components including systems analysis and development techniques.
- Advanced principles and practices for identifying systems-related issues and actions needed to improve or correct performance.
- Advanced principles, practices, procedures, and techniques involved in installation, configuration, operation, monitoring, and maintenance of hardware and software applications in large system servers and network environments.
- Computer languages used for business applications.
- Procedures for creating and modifying systems security.
- Technical report writing practices and procedures.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with the public, vendors, Court staff.

Ability to:

- Recommend and implement goals, objectives, and practices for providing effective and efficient services.
- Plan, organize, assign, review, and evaluate the work of staff; train staff in work procedures.
- Perform a variety of routine to complex functions in the installation, implementation, testing, and maintenance of a variety of support servers, storage systems, network devices, and other components required to host Court-wide application systems.
- Analyze informational requirements and needs, identify problems, provide technical advice and consultation, and ensure efficient computer system utilization.
- Analyze data and develop logical solutions to problems.
- Monitor system and server utilization and recommend appropriate revisions to processes, procedures, and operations.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Operate modern office equipment, including computer equipment and specialized software applications programs.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Understand scope of authority in making independent decisions.
- Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to graduation from an accredited four-year college or university with major coursework in management information systems, computer science, or a related field, and four (4) years experience including two (2) years of lead or project management responsibility performing technical support.

Licenses and Certifications:

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; to operate a motor vehicle and to visit various Court and meeting sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person, before groups, and over the telephone. This is primarily a sedentary office classification although standing and walking between work areas may be required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds, in all cases with the use of proper equipment and/or assistance from other staff.

ENVIRONMENTAL ELEMENTS

Employees work in an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances. Employees may interact with upset staff and/or the public in interpreting and enforcing departmental policies and procedures.