

# Florida State Courts System Class Specification

**Class Title: Senior Network Support Analyst**

**Class Code: 4225**

[Pay Grade: 104](#)

## **General Description**

The essential function of the position within the organization is to lead in providing State Courts System network analysis and support. The position is responsible for providing training to network system users and/or providing analysis and support to the Courts System network infrastructure, managing e-mail systems, manage and deploy Windows based servers, performing data and system backup, providing anti-virus maintenance and support, leading and/or supervising staff, and preparing required documentation and reports. The position works under general supervision independently developing work methods and sequences.

## **Examples of Work Performed**

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Supports the statewide court network infrastructure and the on-site technical staff and chief technology officers at remote sites.

Manages statewide e-mail systems; provides related technical support and training for users as required.

Plans, schedules, coordinates, designs, delivers, and evaluates computer hardware and software training programs for State Courts System personnel.

Coordinates expansion of the statewide court network; develops and maintains all aspects of network documentation; provides second-level server and workstation support for courts.

Provides active directory management and support; performs data and system backup and provides anti-virus maintenance and support.

Records and produces videos utilizing complex recording equipment and computer software.

Installs and configures new routers and edits current configurations; troubleshoots and corrects routing issues.

## **SENIOR NETWORK SUPPORT ANALYST**

Leads and/or supervises staff, including training, assigning and evaluating work, and counseling; provides direction and guidance as required.

Manages internal Web page; provides Internet and Intranet server maintenance and support.

Completes technical tasks, such as serving as backup video coordinator for the courts or managing special technical projects as directed by supervisor.

Gathers information/data to support periodic and special technical reports documenting activities for the area of responsibility.

Performs administrative tasks, such as performing research, creating network user guides, preparing periodic employee evaluations, faxing, telephoning, or photocopying.

Attends or conducts staff meetings to exchange information; attends technical or professional classes, workshops or seminars to improve professional skills.

### **Competencies**

#### **Data Responsibility:**

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Directs others in major events and reports on activities and results.

#### **People Responsibility:**

Refers to individuals who have contact with or are influenced by the position.

Supervises or directs others by determining or interpreting work procedures, assigning specific duties, maintaining harmonious relations, and promoting efficiency.

#### **Assets Responsibility:**

Refers to the responsibility for achieving economies or preventing loss within the organization.

Requires minimum responsibility for only small quantities of low cost items or supplies where opportunities for achieving economies or preventing loss are negligible.

#### **Mathematical Requirements:**

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

## **SENIOR NETWORK SUPPORT ANALYST**

Uses addition, subtraction, multiplication, and division; may compute ratios, rates, and percents; may use basic algebra calculating variables and formulas, and/or basic geometry, calculating plane and solid figures.

### **Communications Requirements:**

Involves the ability to read, write, and speak.

Reads scientific and technical journals, abstracts, financial reports, and legal documents; writes complex articles and reports; makes presentations to professional groups.

### **Complexity of Work:**

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs work involving the application of principles of logical thinking, technological, or legal practice to diagnose or define problems, collect data and solve abstract problems with widespread unit or organization impact; requires sustained, intense concentration for accurate results and continuous exposure to unusual pressure.

### **Impact of Decisions:**

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

### **Equipment Usage:**

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Handles machines, tools, equipment or work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items, such as computer networks.

### **Safety of Others:**

Refers to the responsibility for other people's safety, either inherent in the job or to assure the safety of the general public.

Requires some responsibility for safety and health of others and/or for occasional enforcement of the standards of public safety or health.

## SENIOR NETWORK SUPPORT ANALYST

### Education and Experience Guidelines

#### **Education:**

Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Bachelor's degree in computer science, information technology, programming or a closely related field.

#### **Experience:**

Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

Two years of related experience.

#### **Licenses, Certifications, and Registrations Required:**

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

None