

SENIOR NETWORK SUPPORT ANALYST 4225

Distinguishing Characteristics of Work

This is a professional, technical position which serves as a lead support Center technician and provides advanced support statewide in diagnosing and resolving critical workstations, network and server hardware/software issues. This position works in a team environment responsible for planning and organizing projects in the support of distributed network systems, including the initial development, testing and implementation of new software, hardware based automation systems which contribute to both Local Area Network (LAN) and Wide Area Network (WAN) environments of the State Courts System. These systems includes Windows servers, Exchange, File Servers, and Active Directory; small medium to large servers. Must be able to support management software, and oversee the operations of the distributed infrastructure systems. Work is performed under the limited supervision of the Information Systems Support Manager.

EDUCATION AND TRAINING GUIDELINES

Graduation from an accredited four year college or university with a degree in computer science or management information systems, and two years of experience in computer systems analysis, computer programming and or data base support.

Progressively responsible experience in information systems may substitute for the recommended college education on a year for year basis.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of routers, switches, firewalls, TCP/IP, DNS, etc. Ability to provide excellent and prompt customer service and work independently. Skilled at maintaining Internet services such as Web servers, E-mail servers, Domain Name Service and IP addresses. Knowledge of Microsoft servers and Active Directory.

Effective: March, 2007