

## **SENIOR USER SUPPORT ANALYST 4220**

### **Distinguishing Characteristics of Work**

This is complex and responsible technical work in planning, designing, implementing, coordinating, evaluating, and enhancing the State Courts System distributed computer system network, including operating systems, applications software, local area networking, and communications components, for use by court personnel. A senior user support analyst consults with users and performs assessments to determine user needs and systems requirements. The user support analyst is responsible for developing training programs and manuals and may conduct individual and group training for system users. The Senior User Support Analyst is the coordinator of the State Courts System's statewide distributed computer network encompassing all 67 counties, and is the principal liaison to the Justice Data Center for resolving computer problems for court personnel in the rural counties. The Senior User Support Analyst also serves as the leader for special assignments and projects. The senior user support analyst is also responsible for analyzing and resolving computer hardware, software, and communication problems using diagnostic software and technical troubleshooting processes. The senior user support analyst serves at the Information Systems Services help desk and responds to calls for assistance and emergencies. Working relationships are established with court personnel throughout the state including judges, clerks of court, law clerks, judicial assistants, system administrators, and vendors. Work is performed under the general supervision of the Information Systems Support Manager.

### **Education and Training Guidelines**

A bachelor's degree from an accredited four year college or university with a major in computer science or management information systems and two years of experience in computer systems analysis, computer programming, office automation systems, or in planning or designing distributed computer systems; or

An associates degree or completion of a vocational/technical school program in data processing (excluding data entry) and four years of experience as described above.

Experience in an area described above may substitute for the recommended college education or vocational training on a year for year basis.

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### **Knowledge, Skills, and Abilities**

Knowledge of distributed computer systems operations, terminology procedures, and equipment. Knowledge of and ability to install office automation software packages including word processing spreadsheets, graphics, communications interface, local area network management and calendaring. Knowledge of the principles, practices, and techniques of computer programming and/or systems analysis. Ability to interpret and analyze computer error messages. Ability to consult with users and assess and determine user needs and systems requirements. Ability to detect, diagnose, resolve, and document data processing malfunctions. Ability to train individuals and groups. Ability to diagnose or debug computer programs. Ability to communicate complex and technical data processing information effectively orally and in writing. Ability to serve as a team leader and monitor the progress of special assignments and projects.

**Effective: June 1, 1992**