



Administrative Office of the Courts

SYSTEM SUPPORT ANALYST

Scope of Responsibility

- Performs system support of the Administrative Office of the Courts (AOC) computers, mainframe and network operations for the Information Services Division (ISD).
- Reports to an ISD Manager and is responsible for performing work with the appropriate degree of expertise and skill in a proficient, qualified and specialized role. May take direction for specific assignments from other managerial staff or senior level information technology professionals.
- Work is performed independently with limited decision making responsibility as defined by senior information technology professional or managerial level staff. Work products are subject to review and approval appropriate to the work assigned.

Essential Activities

- Working in a specialist capacity becomes knowledgeable in system design, acquisition, installation and maintenance. Must develop and maintain proficient working expertise in the following areas:
 - ✓ Various office software tools.
 - ✓ Application programming skills at the intermediate to expert range.
 - ✓ Configuration and implementation of various AOC application software products to support the continuous availability, reliability, and performance of the AOC installed applications.
 - ✓ Ability to understand the overall impact and interconnections of the AOC system infrastructure in order to perform quality work and provide excellent customer service. Performs specialized system design, acquisition, installation and maintenance.
 - ✓ Skilled troubleshooting and problem resolution, consulting, and providing timely and accurate responses to customer service requests.

Essential Activities (Continued)

- ✓ Participation and interaction with senior staff in design reviews impacting statewide systems and services.
 - Performs other work as assigned.
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Key Competencies

- Demonstration of basic understanding and knowledge in any combination of the following technology and business areas:
 - ✓ Application programming fundamentals
 - ✓ General business practices and procedures
 - ✓ General accounting practices and procedures
 - ✓ Methodologies and principles of Business Process Engineering (BPE / BPM)
 - ✓ Microsoft Office – Word, Excel, Powerpoint, Visio and Project.
 - ✓ Understanding of Software Development Life Cycle.
 - ✓ Familiarization with Quality Assurance methodologies
 - ✓ Exposure to packaged application systems featuring a high level of configurability to end-user requirements
- Possesses a functional understanding in those areas of technical or administrative expertise as specified in the Statement of Work applied to the requirements of a specific position.
- Ability to self-initiate in the performance of work, utilize analytical and problem solving skills and clearly articulate ideas on topics, problems, and business issues both verbally and in writing.
- Ability to learn new concepts and skills as well as absorbing and retaining new information.
- Ability to multi process information and to adjust priorities within workload assignments based on business need and/or direction from senior staff or management.
- Ability to utilize positive professionalism qualities that include but are not limited to: strong customer service concepts to internal and external parties, a respectful and polite attitude, understanding of “working together as a team” to achieve common goal(s) and a strong work ethic reflected by producing a quality work product.

Qualifications and Credentials

A bachelor's degree in Information Technology, **OR** closely allied field; **AND**

- A minimum of 5 (Five) years of experience working in a complex information technology environment.

A combination of education and experience that demonstrates a working knowledge of the functions and typical work of the System Support Analyst may substitute for qualification requirements listed.

SALARY RANGE: 66

- Workweek may fluctuate depending on workload or agency need.
- Overnight travel may be required based on business need.
- This position is not covered under the Fair Labor Standards Act (FLSA).

5/07 Established
12/08 Revised Min Quals
11/09 Revised