



Infrastructure and Security Analyst I/II/III

**Resumes in lieu of the application form will not be considered.
Documents received after the closing date will not be considered.**

Closing Date: UNTIL FILLED

**Annual Salary Range: \$63,544 – 76,691 I
\$72,552 - \$87,672 II
\$83,532 - \$101,803 III**

Definition: This classification performs routine to moderately complex and responsible duties and in more complex cases leads and participates in administering, integrating, monitoring, tuning, and upgrading assigned server platforms and operating systems for optimal performance, ensuring the integration of network, platform, and application structures. This classification also identifies enterprise technology solutions to meet court-wide business requirements; develops implementation strategies and coordinates with vendors and users; leads technology related project teams; and performs related duties as assigned. Provides network analysis and project management, and security analysis for the Superior Court's IT department. Occasional work during non-business hours (evenings, weekends, and holidays) to respond to information systems emergencies and/or perform system upgrades and implementations is required. This classification is unrepresented and at-will.

DISTINGUISHING CHARACTERISTICS Infrastructure and Security Analyst I:

This Infrastructure and Security Analyst I is the entry level for the Infrastructure and Security Analyst class series and is distinguished from the higher level classifications in that the latter positions are able to function with only general direction and are responsible for more specialized and complex system configurations. Initially under direct supervision, incumbents learn and perform a variety of professional systems and network administration functions to provide effective and efficient systems, communication, and computing support to meet the Court's operating and judicial goals and objectives. Incumbents are expected to have operating system and network knowledge to carry out assigned administration tasks and functions.

SUPERVISION RECEIVED AND EXERCISED

The Director of IT or higher-level management position provides general direction.

DISTINGUISHING CHARACTERISTICS Infrastructure and Security Analyst II:

The Infrastructure and Security Analyst II is the skilled, journey-level class in this series. This position is distinguished from the lower level in that the Infrastructure and Security Analyst II are able to function with only general direction and are responsible for more specialized and complex system configurations. This position is further distinguished from the higher level in the Infrastructure and Security Analyst series as they serve as the working lead person of technology professionals and technicians and perform the more complex duties in project management, plus oversee the work and provide training and guidance to employees. Under general supervision, incumbents perform the full range of assigned duties with a significant degree of independence and sound judgment. Incumbents independently perform complex duties in administering network and operating systems, including installing, configuring, testing, maintaining and troubleshooting assigned servers, devices, network equipment, and software.

SUPERVISION RECEIVED AND EXERCISED

The Director of IT or higher-level management position provides general direction.

DISTINGUISHING CHARACTERISTICS Infrastructure and Security Analyst III:

Infrastructure and Security Analyst III is the advanced professional skill level and working lead class in the Infrastructure and Security Analyst series. Incumbents independently perform advanced, complex network and system administration functions, including researching, analyzing, planning, coordinating, and implementing new releases, upgrades, or changes to network, operating, or database systems to ensure reliable operations, connectivity, and functionality. In addition to performing the full range of journey-level skilled duties. This position is distinguished from the lower level in that the Infrastructure and Security Analyst III's serve as the working lead person of technology professionals and technicians and perform the more complex duties in project management, plus oversee the work and provide training and guidance to employees.

SUPERVISION RECEIVED AND EXERCISED

Direction is provided by the Director of Information Technology, or designee.

Provides lead-work direction to lower level staff and functional backup to the Director of Information Technology as needed.

Essential Duty Sample: *(Essential duties may vary from position to position within this classification. Reasonable accommodation will be made when requested and determined by the Court to be appropriate under applicable law.)*

Plans and performs the installation of computer networking devices, voice communication devices and computer hardware. Contributes to the establishment of network standards. Ensures that procedures are in place for maintenance of total network documentation. Evaluates alternative technologies to determine cost effectiveness and performs feasibility studies. Develops and implements methods to ensure maximum network availability. Develops plans for network disaster recovery. Installs and connects computer networking devices and monitors data networks for performance. Leads, provides work guidance and direction, and participates in the work of unit members; participates in scheduling, assigning, and monitoring work of other employees for completeness, accuracy, and conformance with Court/departmental standards; provides information, instruction, and training on work processes, proper uses of equipment and safe work practices; provides input to supervisor on employee work performance and behaviors; estimates personnel, equipment, and material requirements for assigned jobs; may order work materials and supplies; assists in ensuring a fair and open work environment in accordance with the Court's commitment to teamwork, mutual trust, and respect. Performs complex systems administration functions for multiple enterprise server platforms and operating systems; installs, configures, and maintains servers and operating system software, hardware, and devices; installs, configures, tests and implements system monitoring and management software tools; installs and tests operating system patches, releases, upgrades, and fixes; develops and maintains scripts to automate complex system maintenance tasks, service packs and patches Serves as a lead network administrator for the Court's network infrastructure, with responsibility for assigned major systems; participates in the evaluation and recommendation of new releases, upgrades, and changes to the overall network infrastructure: identifies, develops, submits, and implements project plans to improve network reliability, security, and efficiency; participates in and makes recommendations regarding new systems, vendor services and contracting participates in conducting network capacity analysis and long-term planning. Participates in the development of statements of work for RFPs; participates in evaluating vendor solutions; coordinates Court review of vendor deliverables for accuracy and completeness, ensuring that Court needs, and requirements have been met Establishes and maintains testing environments to ensure new releases and enhancements are ready for production, with Information Technology Supervisor, ensures effective integration, operation, and concurrent connectivity of multiple platforms and networks; serves as project leader or team member on multiplatform/network systems installations; participates in the development and implementation of network standards and procedures Serves as a central point of coordination with departments on significant application/hardware problems and change request issues that require assignment of resources that extend beyond Help Desk response standards; represents the department on committees and teams for major Court-wide projects and prepares analysis, reports, and recommendations on such project. Prepares a variety of work reports and records; attends meetings; gathers, reviews and analyzes operational data and performance reports to ensure Court and department goals, objectives and standards are being met; represents the department in meetings with other departments. May provide direction to other Information Technology staff beyond the infrastructure section. Performs other duties as assigned

MARGINAL FUNCTIONS

Position may be required to assist other technical staff in the IT Division with technical support in microcomputer usage and standards. Perform related duties as assigned.

EMPLOYMENT STANDARDS

Education and Experience:

The following combinations of education and experience that likely provide the required knowledge, skills, and abilities are qualifying. Typical ways to obtain the knowledge, skills, and abilities would be:

Infrastructure and Security Analyst I

Completion of a bachelor's degree in computer science, information technology, or related field. (IT related experience may be substituted for educational requirement on a year for year basis up to four (4) years) **and** one (1) year of professional experience working with application diagnostics, network administration/support and computer operations or knowledge of applications/database systems.

Infrastructure and Security Analyst II

Completion of a bachelor's degree in computer science, information technology, or related field. (IT related experience may be substituted for educational requirement on a year for year basis up to four (4) years) **and** three (3) years of professional experience working with application diagnostics, network administration/support and computer operations or knowledge of applications/database systems of the Superior Court and technical certification in Cisco or Microsoft highly desired.

Infrastructure and Security Analyst III

Completion of a bachelor's degree in computer science, information technology, or related field. (IT related experience may be substituted for educational requirement on a year for year basis up to four (4) years) **and** five (5) years of progressively responsible professional experience working with application diagnostics, network administration/support and computer operations or knowledge of applications/Database systems of the Superior Court and technical certification in Cisco or Microsoft highly desired.

Knowledge, Skills and Abilities

Knowledge of: Project management practices and techniques. Vendors and product lines for telecommunications, computer hardware, and network technologies. Standard process analysis and methodologies. Logical and Physical network design. Principles and techniques of network design, testing, and documentation. Effective training techniques. Operating system architectures, characteristics, components, and commands applicable to enterprise information systems and multiple platform operating systems in both physical and virtual environments. Advanced data storage technology principles, practices, hardware, components and software including SAN environments. Network architectures and theory and principles of network design and integration, including topologies and protocols. Principles, practices and methods of systems administration and maintenance, including configuration, performance tuning and diagnostic tools. Methods and techniques for performing connectivity testing and troubleshooting, including the uses of diagnostic tools and equipment. Internet/intranet technologies and design concepts and techniques, including router and firewall configuration. Principles and practices of disaster recovery. Enterprise-level security management, installation, and configuration of antivirus software. Database management systems and software, including architectures, diagnostic tools, commands, and utilities. Tools and utilities used in monitoring and tuning systems, database, and application performance. Systems integration design concepts and practices. Enterprise-level LAN and WLAN operation. Court policies, procedures and practices regarding computer hardware, software, and data security. Safety policies, practices, equipment and supplies applicable to the work. Applicable federal and state laws, rules, and regulations. Sound business communications. Court Personnel Plan policies and labor contract provisions.

Skill/Ability to:

Design and develop systems that meet organizational networking needs. Conceptualize and integrate systems within an enterprise-wide information systems architecture. Write clear and concise technical manuals, reports, and correspondence. Prioritize work assignments and work to meet deadlines. Identify and evaluate alternative solutions, costs, and benefits. Independently organize, prioritize, and coordinate multiple work activities and meet critical deadlines. Prepare effective written materials for purposes of standard network analysis and user and system documentation as well as management presentations. Assign and inspect the work of information technology professionals and technicians. Perform complex system and network administration functions in a multi-platform, multi-segment network environment accurately and efficiently. Perform analysis and reach sound, logical conclusions regarding user needs and business requirements. Operate a computer and standard business and operations support software. Lead and facilitate user meetings and negotiate understanding and agreement. Prepare clear, concise, and accurate technical and non-technical documentation, reports of work performed, technical specifications and other written materials. Analyze problems, evaluate alternatives, and recommend or adopt effective courses of action. Set priorities and exercise expert independent judgment within areas of responsibility.

The Superior Court of California, County of Tulare, is an Equal Opportunity Employer

EMPLOYMENT PROCESS AND EMPLOYEE BENEFITS

Equal Opportunity Employer: The court does not discriminate on the basis of race, religion, color, national origin, sex, gender, sexual orientation, gender identity or expression, genetics, veteran status, age, or disability or any other status protected by law. The court will provide reasonable accommodation to qualified individuals with disabilities in compliance with state and federal law. In addition, the court complies with applicable state and local laws governing nondiscrimination in employment in every location in which the court has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

THE EMPLOYMENT PROCESS

Application: Prospective employees must submit an application, supplemental application form and other required documents by 5:00 p.m. on the final filing date. Final filing dates vary and are listed on the front of each job announcement. Separate applications must be submitted for each recruitment. Resumes will not be accepted in lieu of the application.

Examination: Applications will be reviewed and evaluated to determine the most highly qualified candidates. Those candidates will then be invited to participate in the examination process which may consist of an application review, written, oral, or performance exam or any combination thereof. Exam scores determine rank on employment lists.

Exam Accommodation: Disabled applicants who require special testing arrangements must contact the Human Resources Department.

Employment List: Employment lists contain names of applicants who have obtained passing scores. Employment lists remain active for six months unless otherwise determined by the Human Resources Manager.

Appointment: The top five ranks on the employment list will be interviewed by departments having vacancies. The position supervisor makes the hiring decision.

Probationary Period: Employees appointed to competitive positions serve a probationary period of 6 months prior to being considered regular.

Condition of Employment: Candidates selected may be required to pass a pre-employment physical and/or psychological examination which is given at no cost to the candidate. A reference check and/or background investigation may also be conducted.

Special Notice: Candidates selected as full-time employees for positions in this classification, are unrepresented confidential employees and at will.

Driver's License: For positions requiring the operation of a motor vehicle, candidates referred for a hiring interview may be required to provide a DMV report and meet the Court's driving standards.

Immigration Law: Prior to employment, applicants will be required to provide proof of identity and authorization to work in the United States.

Drug Free Work Place: The Court is a drug-free workplace and has a comprehensive substance abuse policy.

COMPENSATION

Salary ranges have 5 steps with approximately 5% between steps. Starting salaries are normally at the first step with achievement of the second step after 6 months satisfactory service. Twelve months of satisfactory service are required between each of the remaining salary steps. Candidates granted advanced step appointments are required to perform twelve months of satisfactory service before consideration for the next salary step increase.

EMPLOYEE BENEFITS

The information listed below is a general summary of benefits. The Court has a variety of benefit options available which may differ between bargaining units. Some management positions are granted 5 additional days of vacation.

Vacation: 11 days initially; 16 days after 3 years; 20 days after 8 years; 25 days after 11 years; 300 hour accrual limitation.
Holidays: 13 holidays + 2 floating holidays per year.
Sick Leave: 12 days annually with unlimited accumulation.

Insurance: A medical PPO plan, dental and vision coverage are available. Dependent coverage is also available. Life insurance coverage of \$10,000 is provided. All positions are eligible for long-term and/or State disability insurance. Additional supplemental life and long-term disability insurance may be purchased by the employee.

Retirement: The retirement plan is a defined benefit plan administered pursuant to the 1937 Act County Employees Retirement Act and integrated with Social Security. In addition to ordinary retirement benefits, the plan provides disability and death benefits. Retirement contributions are made by both the Tulare County Superior Court and the employee. The Tulare County Superior Court has reciprocity with the State of California, contracting PERS agencies, State Teachers' Retirement System, and all County 1937 Act Retirement Systems.

Other Benefits: Employee Assistance Program, Employee Recognition Program, IRS Section 125 Program (provides tax savings for insurance costs, dependent care costs and unreimbursed medical expenses), and Deferred Compensation plans are available.

THE PROVISIONS OF THIS BULLETIN DO NOT CONSTITUTE AN EXPRESSED OR IMPLIED CONTRACT AND ARE SUBJECT TO CHANGE.

Call our Job Information Line (559) 730-5000 option 8

Email us at courtHR@tulare.courts.ca.gov or Visit our website at <http://www.tularesuperiorcourt.ca.gov/>