

Working Title Network System Analyst	Name Vacant
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Position Number	Reports to Position No., Class & Level Network Manager	Division, Branch/Unit Court Services / Court Technology	Ministry Justice
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Present Class	Requested Class Systems Analyst 2
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Dept ID	Program Code	Project Code (if applicable)
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PURPOSE: Give a brief summary of the job, covering the main responsibilities, the framework within which the job has to operate and the main contribution to the organization (see [Section 2.3](#)).

The Network System Analyst supports reliable network access to the Courts applications, servers, and network printers through the wireless, local and wide area networks. Primary responsibilities include the monitoring, operation and maintenance of network, server, directory services and SAN hardware and software. This includes performance analysis and the resolution of problems, the planning, installation and upgrading of network, server, directory services and SAN hardware and software. The work is performed within the existing system infrastructure to ensure performance and client satisfaction. This position is member of the network team that manages the network, server, SAN infrastructure and two data centers. As such, secondary responsibilities include supporting the on-going operation of the data centre. This position also performs evaluation of new technologies and products, and provides second line desktop support. This position is required to travel to support both the Calgary and Edmonton Data Centers as well as Base and Rural Court House network equipment.

RESPONSIBILITIES AND ACTIVITIES: The purpose of the job can be broken down in different responsibilities and end results. Each end result shows what the job is accountable for, within what framework and what the added value is. Normally a job has 4-8 core end results. For each end result, approximately 3 major activities should be described (see [Sections 2.1](#) and [2.2](#)).

Responsible for all aspects of computer network development and support within Court Services. Duties in this area include:

- Oversee and monitor the daily operation of servers, directory services, network and storage equipment.
- Resolution of network, server and storage issues.
- Management of directory services.
- Management of local and wide area networks.
- Management of Court Services Data Center operations.
- Maintenance of Data Centre and cable plants.
- Management of Maintenance and Support contracts.
- Documentation of processes, procedures and configurations of the Court Services network.
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Responsible for life cycle management of computer network, servers, and storage equipment. Duties in this area include:

- Installation and maintenance of local and wide area network related hardware and software.
- Installation and maintenance of server and storage related hardware and software.
- Investigation, evaluation and recommendation of network, server and storage hardware and software.
- Review and update annual support/maintenance contract renewals.
- Acting as a resource for Network Manager on network, server and storage related projects.

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Responsible for providing computer systems related technical expertise to both Court Technology Services and Court Business Services staff. Duties in this area include:

- As a member of the Courts Technology Network Team, assist in the operation and maintenance of the infrastructure and two data centres. This includes firewall, server, storage and some application support.
- Providing knowledge transfer to co-workers.
- Implementing disaster recovery processes and procedures.
- Developing computer systems documentation.
- Act as a resource for Network Manager on wireless, network, server and storage related projects.
- Work with Purchasing and third party vendors.

Responsible for support to clients and collaboration with other groups. Duties include:

- Providing expert technical support to Courts Management.
- Provide support for mobile devices and applications.
- Provide expert wireless, network, server and directory services technical support to a large diverse user group including the Administrative and Judiciary staff.
- Collaboration with other departments and outside agencies.

SCOPE: List specific information that illustrates what internal or external areas the job impacts, and the diversity, complexity, and creativity of the job (see [Section 2.4](#)).

This position is expected to work within the Network Team to discuss, design, plan the growth and evergreen of network, server and SAN technology in the existing infrastructure and data centre. The infrastructure and data centre includes wireless, wired technology (LAN and WAN), servers, storage, security appliances, configuration management and applications and VOIP.

This position monitors performance, resolves issues, develops configurations, maintains operating system software, provides solutions, evaluates technology and serves as a resource for stakeholder inquiries. These tasks are for development and growth of stakeholder work.

Stakeholders include Judiciary, Resolution and Court Administration Services staff, Public and staff from other Government departments that utilize Court Technology Services network Infrastructure.

This position may participate in the on-call rotation and be able to respond to critical or high severity alerts after hours and follow documented steps to address such issues.

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KNOWLEDGE, SKILLS & ABILITIES: Provide a list of diplomas, degrees and the most important knowledge factors, skills and abilities including knowledge about practical procedures, specialized techniques, etc.; analytical and conceptual skills and abilities; and skills needed for direct interaction with others. Specific training if it is an occupational certification/registration required for the job.

The position requires expertise and in depth understanding of Network services, (Wireless, LAN and WAN networks) Server OS's and Storage Area Networks (SAN). Knowledge and understanding of these disciplines allow the position to capably monitor all of Court Technology Services wireless network, network, server and SAN equipment, provide performance analysis, installation and upgrading of network, server and storage hardware, software and the evaluation of new technologies and products. The position requires excellent problem solving/analytical skills to ensure timely and accurate resolution of network, server and SAN issues. The position requires good verbal and written communication skills to clearly interact with the Courts Business clients.

In addition certifications such as LINUX+ **CompTIA**, CCNA, MCSE are highly desirable.

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The work completed by the position affects all aspects of the Court Technology Services network systems.

CONTACTS: The main contacts of this position and the purpose of those contacts.

Clients	Frequency	Nature and Purpose of Contact
Internal to Division		
Justices, Judges and their direct support staff	Daily	Provide technical support for any IT issues. Participate in Judicial committees as a Subject Mater Expert when required.
Court Services Staff	Daily	Provide technical support for any IT issues. Participate in committees as a Subject Mater Expert when required.
Court Technology Services Managers	Daily	Receive direction and tasks, provide updates on progress, suggest process improvements
Court Technology Services Support Staff	Daily	Provide information and updates on equipment status. Provide second line support of Desktop issues as required.
Internal to Government		
Ministry and Agency Support or Security Analysts	Daily	Coordinate to resolve cross ministry client support issues. Work co-operatively on cross ministry projects
External to Government		
Service Contractors and Providers	Several times per year	Relay objectives and expectations, to coordinate activities, and to receive updates.
Hardware/software vendors and manufacturers	Several times per year	Coordinate maintenance and support services from vendors, to ensure warranty repairs on new products and services.
Outside stakeholders that use the Courts' facilities	Several times per year	Provide support for CTS equipment and services that the stake holders utilize. Mitigate security issues from the use of Courts' facilities

SUPERVISION EXERCISED: List position numbers, class titles, and working titles of positions directly supervised.

No direct supervision.

CHANGES SINCE LAST CLASSIFICATION REVIEW: List the significant changes that have occurred in your job since the last review.

ORGANIZATION CHART: An organization chart that includes supervisor, peers and staff **MUST** be attached.

This information is being collected under the authority of Section 10 of the Public Service Act and will be used to allocate positions within a classification plan and to manage the Alberta government human resources program. If you have any questions about the collection of this information, contact the Job Evaluation Unit, 6th Floor, Peace Hills Trust Tower, 10011 - 109 Street, Edmonton, Alberta, T5J 3S8, phone 780/408-8400 or contact your Ministry Human Resource Office.