# The Superior Court of California, County of Sutter

## Applications are being accepted for
## Eligibility List for
## Information Systems Analyst I/II (3-22)
## Application Deadline: May 27, 2022 – 4:00 p.m.

### IT Analyst I/II Hourly Rate: $30.1219 to $44.5303

**HOW TO APPLY**

Application forms are available on the web at www.suttercourts.com or Courthouse Administration Office - Room 200, 1175 Civic Center Blvd., Yuba City, 8:30 a.m. to 4:30 p.m. or call Human Resources (530) 822-3302.

The following documents are required to be submitted as an Application Packet:
1. A thoroughly completed and signed court application form; and
2. The Supplemental Application (page five of this announcement); and
3. The Supplemental Questionnaire (page six of this announcement); and
4. A résumé (A résumé will not substitute for the responses to this application); and

**Deadline - no later than 4:00 p.m., May 27, 2022. Submit complete Application Packet to:**

**Superior Court of California, County of Sutter**
**Human Resources - Room 200**
**1175 Civic Center Blvd.**
**Yuba City, CA  95993**
**Application Packet can be submitted by email to: HRDivision@suttercourts.com. Application packet with original signature must be mailed and postmarked within two days of email. Alternatively, application packet can be delivered in person to the address above within two days of email. APPLICATION PACKETS SUBMITTED VIA FAX WILL NOT BE ACCEPTED.**

Under general supervision, performs professional duties related to the analyzing, trouble shooting, repairing, and effecting appropriate solutions for computer and data processing needs; providing technical support, analysis, and training in the use of information systems and equipment; managing Court information systems projects; analyzing existing or proposed work processes; and planning, designing, writing, and proposing difficult and complex systems and procedures to enhance the efficiency of these processes.

**Information Systems Analyst I - Examples of Essential Duties/Functions:** This is the entry level position of the Information Systems Analyst series. When assigned, the essential functions and tasks listed below must be accomplished effectively, are standard, and may not be inclusive of all functions and tasks that may be assigned.

- Participates in and may act as project manager in the implementation and maintenance of courts data processing systems.
- Installs, configures, and supports various communications, hardware/software components including lines, modems, routers, switches, remote controllers.
- Installs, maintains, and troubleshoots current Windows operating systems and server software.
- Administers, maintains, and troubleshoots MS Exchange Server and Outlook clients including virus protection.
- Receives, logs, and monitors calls regarding computer and network problems.

- Develops a thorough understanding of application area and technology environment to ensure proper integration with automated systems; aids in completing changes to meet requirements.
- Advises manager/supervisor of staffing needs or operational problems and recommends changes in policies and procedures.
- Provides system hardware and software support; manages system security; configures new system users.
- Acts as liaison to consult and advise on matters related to hardware and software implementation, strategic planning, and development.
- Coordinates and oversees implementation and maintenance of the data processing systems and activities.
- Completes server operations such as but not limited to daily backups, virus updates, firewall intruder detection logs, checks for errors and warning messages and takes corrective action.
- Develops, manages and /or maintains software and hardware documentation.
- Program segments of larger programs; participates in design and development of computer systems; produces requirement documents detailing business functions.
- Codes classes, services, and windows for the application; creates test data and testing plans for new services and windows; documents program design and business rules; participates in the evaluation of new development tools and equipment.
- Produces design documents that detail the layout of user views and internal system structures required to produce the views; prepares program documentation for inclusion in operator instructions.
- Research problem reports and requests for systems enhancements; discusses enhancements with the systems architect to determine changes to the object or data model required; designs services and code corrections; designs new system enhancements.
- Defines testing scenarios for sub-systems; conducts program, unit, and sub-system testing.
- Assist with the planning, organizing, training and inspection of Court Audio/Video systems and the systems' related sub-systems.
- Oversee inspection, correction, acceptance, and continuing maintenance of vendor/contractor work.
- Maintains a strong sense of current and future shifts in technology in information systems.
- Designs and writes new case management system reports and queries.
- Creates test data scripts and data for highly complex computer systems.

**Information Systems Analyst II - Examples of Essential Duties/Functions:** This is a journey level classification in the information systems analyst series. Performs a full range of complex tasks and works under direction within a framework of established procedures working with only occasional instruction or assistance. Involves frequent interpretation of policies, procedures and guidelines; and may involve the development of recommendations consistent with directives, policies and regulations. Proficient in both applications design and analysis and in applications programming.

- Designs and writes new computer programs; maintains and modifies existing programs.
- Resolves problems caused by application software errors and assists users with application software problems.
- Has increased administrative responsibility in relation to Information Systems Analyst I.
- Provides expertise in multiple operating systems, database applications and other specialized systems.
- Assists with planning, organizing, coordinating, assigning the work of other Information Technology staff members, and conducting staff training and team building.

**Knowledge of:**   Relevant programming language; different data organization and access methods; tools and technologies used in various systems and applications; specific applications used in court systems; object-oriented analysis and programming; application development cycle; different data organizations and access

methods; relational databases and SQL; different application development methodologies; application development process; object oriented analysis and design; project management principles; distributed processing; principles and methods of relational data base concepts, systems analysis, programming and design; data collection, analysis and display; report preparation and writing.

**Skills and Abilities:** Work independently and as a member of a team; work under pressure and meet deadlines; create test data and test plans; execute test plans; perform impact analysis; diagnose and solve problems; analyze and resolve court application needs and problems; communicate on technical issues with individuals with varying degrees of computer familiarity; translate change requests into technical constructs that define design for developers; provide written documentation of application design and technical procedures; exercise initiative in developing and applying effective operating procedures application to information systems and office automation programs in a multiple operating environment; organize and manage multiple priorities; concentrate on many complex elements of a problem; establish and maintain working relationships with staff, judges and court personnel.

**Education and Experience**:
**Information Systems Analyst I** – Two years of professional level experience in a computer systems operations or support position performing analysis, design, and programming for personal computer (PC) support or information systems management. Successful completion from an accredited college or university of a Bachelor's degree in computer science, information systems management, or a closely related field may be substituted for the required experience.
**Information Systems Analyst II** – Two years of full-time experience in Sutter Superior Court performing duties equivalent to those of an Information Systems Analyst I **OR** four years of professional level experience in a computer systems operations or support position performing analysis, design, networking and programming for personal computers and information systems management. Successful completion of a Bachelor's degree program in computer science, information systems management, or a closely related field from an accredited college or university may be substituted for two years of the required experience.

**Selection Procedure:** *Application packets will be reviewed for minimum qualifications. Applications that contain documentation that the job applicant meets the minimum requirements* may *be referred to a screening committee. Candidates with the most directly related experience, education, and training* may *be invited to a written, performance and/or oral exam. Investigation of employment history and references* may *be conducted prior to offer of employment. The information provided in this job announcement is general in nature and does not constitute an expressed or implied contract.*

**Salary and Benefits**
*Salary*: Salary range consists of five steps with approximately a five percent difference between each step. Annual performance reviews are conducted which may advance the employee through the steps. The court strives to provide internal promotional opportunities whenever possible. *Vacation*: This position provides 12 (twelve) days vacation per year. Vacation accrual is scheduled to increase with each additional five years of service up to a maximum of 21 (twenty-one) days per year. *Holidays*: Thirteen paid holidays each year. *Sick Leave*: Sick leave accrues at the rate of 12 (twelve) days per year for full time employees. *Medical, Dental, and Vision Insurance*: The court pays the major portion of health, dental, and vision insurance for employees and eligible dependents. *Life Insurance:* Term life insurance is provided for employees and eligible dependents and paid for by the court. *Retirement*: The court provides a defined benefit retirement plan through California Public Employees' Retirement System (CalPERS). *Deferred Compensation*: The court offers two deferred compensation plans for employees who wish to participate through payroll deduction. *Employee benefits may vary with different employee bargaining units.*

## Recruitment Process

Submit a completed court application, supplemental application and other documents as requested in the *HOW TO APPLY* section at the beginning of this announcement, by the date and time indicated. Applying for certain positions may require that you participate in written exams and oral interviews. ***Please notify Court Human Resources prior to the final filing date of this recruitment if you believe you have a disability that would make it difficult to participate in any portion of the recruitment process, and would require reasonable accommodation. The court reserves the right to require medical documentation concerning the need for reasonable accommodation.***

## Pre-Employment Policies

Offers of employment are contingent upon submission of documents verifying identity and authorization to work in the United States in accordance with the Immigration Reform and Naturalization Control Act of 1986; successful completion of background and reference check; satisfactory driving record and proof of automobile insurance (if applicable to the job), and other requirements of the position (licensing, certification, etc.) and may include a pre-employment medical review/examination, and alcohol and drug screening. Employees who are authorized to and use their car during the course of conducting court business and who, subsequent to their hiring, incur significant moving violations or lack of insurance may be subject to disciplinary action up to and including dismissal.

THE SUPERIOR COURT OF CALIFORNIA, COUNTY OF SUTTER IS AN EQUAL OPPORTUNITY EMPLOYER AND ENCOURAGES APPLICATIONS FROM ALL PERSONS REGARDLESS OF RACE, COLOR, SEX, RELIGION, AGE, NATIONAL ORIGIN, ANCESTRY, PHYSICAL, OR MENTAL DISABILITY, MEDICAL CONDITION OR MARITAL STATUS. IN COMPLIANCE WITH THE AMERICANS WITH DISABILITIES ACT AND CALIFORNIA LAW, THE COURT WILL ENGAGE IN AN INTERACTIVE PROCESS TO PROVIDE REASONABLE ACCOMMODATION TO QUALIFIED INDIVIDUALS WITH DISABILITIES. IF YOU REQUIRE AN ACCOMMODATION, PLEASE NOTIFY HUMAN RESOURCES, (530) 822-3302.

# Eligibility List for
# Information Systems Analyst I/II
# Supplemental Application (3-22)

All candidates are required to complete and return this supplemental application form with their official application packet for this position. Your responses to the questions contained in this supplemental application form will be used in part to determine those applicants who meet the necessary employment standards for the position. In addition, your responses will be reviewed and used to assist in the final hiring process.

Responses to the following questions should be limited to one page per question. Responses must be legibly handwritten or typed.
Read each question carefully.
Make certain that each question is answered COMPLETELY and CORRECTLY before you submit this questionnaire.
Do not leave a blank question.
Please print your name, sign and date EACH page.

1. What area of Information Technology are you most focused or interested in? Why that area?
2. Please describe your knowledge and experience with Microsoft operating systems.
3. Describe your experience with Systems Administration along with automation.
4. Describe your experience with networking equipment and technologies and briefly summarize a relevant project or example.
5. What has been your experience with cloud infrastructure which included backup and disaster recovery?
6. What experience, if any, do you have with information security – specifically intrusion prevention, detection, and resolution?
7. Describe your knowledge with administering databases and database servers.

I certify the information provided is accurate and complete to the best of my knowledge and represents my sole personal work. I understand any falsification may cancel any terms, conditions, or privileges of employment.

Signature: _____         Date: _____

(Please return this signed form attached to the responses to the questions.)

Applicant Name:

# SUTTER SUPERIOR COURT
# INFORMATION SYSTEMS ANALYST I/II
# SUPPLEMENTAL QUESTIONNAIRE (3-22)

Using the below scale, please rank your expertise level and the number of years of experience in each category listed.
0=No experience; 1=Basic; 2=Intermediate, 3=Advanced; 4=Expert

| EXAMPLE | Troubleshooting | | Installing | | Supporting | | Repairing | |
|---|---|---|---|---|---|---|---|---|
| | Expertise | Years | Expertise | Years | Expertise | Years | Expertise | Years |
| ABC Environment | 4 | 6 | 3 | 5 | 4 | 6 | 2 | 3 |

| Product | Troubleshooting | | Installing | | Supporting | | Repairing | |
|---|---|---|---|---|---|---|---|---|
| | Expertise | Years | Expertise | Years | Expertise | Years | Expertise | Years |
| Word | | | | | | | | |
| Excel | | | | | | | | |
| Outlook | | | | | | | | |
| PowerPoint | | | | | | | | |
| OneNote | | | | | | | | |
| Teams | | | | | | | | |
| Acrobat Pro | | | | | | | | |
| Windows Desktop | | | | | | | | |
| Windows Server | | | | | | | | |
| MS Hyper-V and/or other Hypervisors | | | | | | | | |
| Exchange | | | | | | | | |
| Active Directory | | | | | | | | |
| MS System Center Products | | | | | | | | |
| Desktop Computers & Laptops | | | | | | | | |
| Multi-functional Printers | | | | | | | | |
| Scanning Devices | | | | | | | | |
| Audio/Visual & Recording Equipment | | | | | | | | |
| Door Access Systems & Controllers | | | | | | | | |
| Security Cameras & Recording Equipment | | | | | | | | |
| List Other Relevant Experience: | | | | | | | | |