



Judicial Council of Georgia Administrative Office of the Courts JOB ANNOUNCEMENT

Systems Analyst

Recruitment Period: Submit resume by **June 14, 2018**

Number of Positions: One (1) Position

FLSA Status:

Non-Exempt

Salary: \$50,000-\$60,000

Position Location:

Fulton County, GA

Job Summary

The Judicial Council/Administrative Office of the Courts seeks to fill a full-time Systems Analyst position within the Information Technology Division. Under general supervision, installs and provides statewide problem resolution and support for PC and web-based software used by Court related agencies and entities. Extracts and distributes database updates to agencies. Provides first-level administration and supports personal computer (PC) and local area networks as needed.

The position offers a competitive fringe benefits package including health, dental, and vision insurance. Employees also earn both sick and annual leave in addition to 12 paid holidays per year.

Job Responsibilities and Performance Standards:

- Provide first tier support for all AOC IT provided CMS and applications.
- Provide and/or assist with training sessions at various conferences and be available for ancillary software and training support as needed.
- Provides ongoing software support to clerks and staff in all Court related Offices, and associated sites.
- Leads the installation and maintenance of personal computer hardware and software.
- Escalates problems to next level of support, vendor and/or developer for advanced debugging or software correction.
- Prepares user instructions and documentation for the installation and operation of software and software upgrades.
- Develops and maintains a schedule for software installation, upgrades and support activities.
- Plans, schedules and determines work priorities of subordinate personnel based on experience level and current work volume.
- Creates and maintains a high performance environment characterized by positive leadership and a strong team orientation.
- Maintains a consistent, high quality, customer-focused orientation when conducting business and providing services or products to clients, the general public and other external customers.
- Maintains knowledge of current trends and developments in the field and applies pertinent new knowledge to performance of other responsibilities.

The JC/Administrative Office of the Courts is an Equal Opportunity Employer

Minimum Job Requirements:

- Bachelor's degree in a related field and one year of related experience OR
- Associate degree in a related field and three years of related experience OR
- Five years of related experience OR
- One year at the lower level or position equivalent (ITP040).

Preferred Qualifications:

- Ability to troubleshoot hardware and software problems and develop solutions.
- Knowledge of the principles and practices of information technology.
- Ability to provide on-site and/or remote technical support.
- Knowledge of backup and recovery procedures.
- Ability to perform backup and recovery procedures.
- Knowledge of information technology security policies and procedures.
- Knowledge of the basic functions and operations of the agency.
- Ability to improve operational efficiency.
- Ability to maintain documentation and logs.
- Knowledge of agency network control procedures.
- Ability to assist in the configuration of computer networks.
- Ability to test new hardware and software.
- Ability to install and maintain network components, computer hardware and applications.
- Knowledge of agency and enterprise wide information technology systems.
- Ability to test network components/applications.
- Ability to determine function needs and system requirements.

To apply:

Applicants must submit a resume to resume@georgiacourts.gov by close of business **June 14, 2018**. This position is subject to close at any time once a satisfactory applicant pool has been established.

Subject line must include: Systems Analyst**Additional Information:**

Due to the volume of applications received, we are unable to provide information on application status by phone or email. All qualified applicants will be considered, but may not necessarily receive an interview. Selected applicants will be contacted by the hiring manager to complete next steps in the hiring process.

Applicants who require accommodations for the interview process should contact resume@georgiacourts.gov or call 404-463-0638. The JC/AOC will attempt to meet reasonable accommodation requests whenever possible.

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