# HABEAS CORPUS RESOURCE CENTER

**303 Second Street, Suite 400 South, San Francisco, California 94107**
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www.courtinfo.ca.gov/careers/
www.hcrc.ca.gov

## EMPLOYMENT OPPORTUNITY

JOB TITLE:              **Senior Business Systems Analyst**

JOB REQUISITION:        **0417SBSA**

LOCATION:               **San Francisco, California**

SALARY:                 **$7,357 - $9,389**

### Overview
- The Habeas Corpus Resource Center (HCRC), located in San Francisco, has an exciting opportunity for a **Senior Business Systems Analyst** to be involved in all areas of information technology - server/PC/network administration, user support, systems analysis, strategic planning of new IT initiatives, software design/development
- The primary purpose of the HCRC is to represent death row inmates in post-conviction proceedings in state and federal courts and to serve as a resource to private appointed counsel in capital post-conviction proceedings.
- The HCRC has an authorized staff of 88 people, including 34 attorneys and 4 IT positions, plus consultants for some IT activities.
- Additional information about the HCRC can be found at http://www.hcrc.ca.gov

### Server/Network/PC Admin Responsibilities
- Install, configure, maintain, update physical and virtual servers running Microsoft Windows Server, Linux and VMware ESXi
- Install, configure, maintain, update PCs and laptops running Microsoft Windows 10
- Install, operate, maintain, troubleshoot Ethernet network switches/routers/firewalls/VPN gateways
- Complete daily, weekly, and monthly maintenance on various hardware and software
- Help coordinate, plan, and deploy new hardware and software upgrades
- On an ongoing basis, monitor and maintain servers, network and PCs for optimum performance and maximum reliability
- Assist with development of disaster recovery planning
- Manage daily, weekly and monthly backups of servers.  Including management of backup tapes and logs; archive and retrieve information from this library.
- For various system/network management tasks develop efficient operational procedures and document those procedures

**User Support Responsibilities**
- Respond to user calls for hardware or software assistance, troubleshoot and resolve problems.
- Provide training and technical assistance to users for installed applications (e.g. Microsoft Windows 10, Microsoft Word, Microsoft Excel, Microsoft PowerPoint, iManage DeskSite, Lexis-Nexis CaseMap, Adobe Acrobat Pro, Internet connectivity, etc.).
- Maintain and update the software "image" used to image all office PCs and laptops
- When required "re-image" PCs and laptops
- Maintain inventory of computer equipment and associated supplies.
- Setup and maintain user accounts on a variety of systems
- Administer telephone, voice mail, security, E-Mail and other IT infrastructure systems.
- Provide new employees with computer orientations and trainings

**Systems Analysis Responsibilities**
- Analyze end-user needs and workflows to identify IT technology which may improve efficiency and effectiveness of work
- Evaluate (identify, download, test, compare and recommend) commercial and open-source hardware/software products for IT and end-user needs
- Examine database structures to deduce information organization and use SQL commands to select/update/delete data as needed
- Develop scripts and software using Windows Batch (.bat); PowerShell; SQL; Visual Basic.NET; PHP; Python; Java; JavaScript
- Develop and maintain databases, spreadsheets, and associated reports, as assigned.
- Keep up with current technologies (e.g., reading publications and attending seminars)

Minimum Qualifications**:**
Equivalent to three years of experience providing technical user support, or
One year as a Senior Business Systems Analyst with the judicial branch.

Desirable Knowledge, Skills and Abilities:
**Knowledge of:**
- Systems analysis, including troubleshooting and diagnosis of hardware and software problems.
- Principles of computer networking and telecommunications (i.e. Ethernet, TCP/IP, HTML, FTP, etc.)
- Multiple operating systems, especially Microsoft Windows Server 2012, Microsoft Windows 10
- Knowledge of virtualization hypervisors, especially VMware ESXi 5.5 and 6.5
- Maintenance, troubleshooting, and repair of servers and personal computers.
- Use of hand and diagnostic tools related to the work.
- Standard business software for PCs, such as E-Mail, word processing, and spreadsheets.
- Standard office and administrative practices and procedures, including record keeping.

**Ability to:**
- Work without assistance on a broad range of tasks with little supervisory oversight.
- Use initiative and independent judgment within established procedural guidelines.
- Organize, prioritize, and coordinate multiple work activities and meet critical deadlines.
- Analyze systems performance and maximize efficiency.
- Install, maintain, operate, troubleshoot, and repair PCs, servers, and related equipment.
- Operate, monitor, and optimize the performance of local area networks.
- Maintain accurate records of work performed and update procedures manuals.
- Provide a variety of user support services.

- Train staff in work procedures and the use of software products.
- Support new technologies being tested and developed by the HCRC without formal training and support.
- Maintain and monitor communications between the HCRC and outside agencies and vendors.
- Configure and support mobile users using HCRC laptops.
- Monitor and maintain database servers (e.g. Microsoft SQL Server)
- Maintain and apply current technical knowledge.
- Communicate effectively in English, orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work.

To Apply**:**
This position requires submission of an official application and response to the supplemental questionnaire –the supplemental questionnaire and application is located at: http://www.hcrc.ca.gov/employment.php *Resumes without these materials will not be considered.*

Please refer to HCRC Job Req. **0417SBSA** in all communications, including your application.  For earliest consideration, please apply by **Friday, May 5, 2017**. ***Applications will be accepted after the earliest consideration date for as long as the announcement is posted.***  This position is opened until filled.  If you have applied for a position with HCRC previously, you must reapply for consideration.

For earliest consideration, please apply by **May 5, 2107**.  Applications will be accepted after the earliest consideration date until the announcement is withdrawn.  This position is opened until filled.

The HCRC uses a comprehensive and lengthy recruitment process.  Every application is reviewed in its entirety.  Candidates whose qualifications best meet the needs of HCRC will be contacted to participate in the interview process.  All applicants will be notified by mail when the recruitment has been closed.  Due to the volume of applications received, we request that applicants refrain from contacting the HCRC regarding hiring status and from in-person pick up or delivery of applications.  The individual selected to fill the position will be appointed at a salary level within the range commensurate with their qualifications.

Some highlights of our benefits package include:
- Health/Dental/Vision benefits program
- 13 paid holidays per calendar year
- Choice of Annual Leave or Sick/Vacation Leave
- 1 personal holiday per year
- $130 transit pass subsidy per month
- CalPERS Retirement Plan
- 401(k) and 457 deferred compensation plans
- Employee Assistance Program
- Basic Life and AD&D Insurance
- FlexElect Program
- Long Term Care Program (employee paid/optional)
- Group Legal Plan (employee paid/optional)

**The Habeas Corpus Resource Center is an equal opportunity employer. The HCRC believes that a diverse workforce and inclusive workplace culture enhances the performance of our organization and the quality of representation that we provide to a diverse client base. The HCRC welcomes all applicants, and does not discriminate on the basis of race, religious creed, color, national origin, ancestry, physical or mental disability, medical condition, genetic information, marital status, sex, gender, gender identity, gender expression, age, sexual orientation, or military and veteran status, or any other basis protected by law.**

# Supplemental Questionnaire
## Senior Business Systems Analyst
## 0417SBSA

Please answer these questions fully and extensively, using additional space if necessary. The HCRC uses the answers, in addition to the information in the application, to assess applicants for interview.

1. What factors appeal to you about working for the Habeas Corpus Resource Center?

2. Describe the positions where you provided IT general network support, including the size of the organization and number of other IT positions in the organization.

3. Describe your experience providing user support. How many users did you support?

4. What did you like best about providing user support? What did you find most frustrating?

5. **Candidates should answer each of the items listed below.** These questions refer to your IT skills. For each application listed below, state your experience <u>with examples</u>. If you have no experience, enter "None."
    a. **SQL database programming?**
    b. **Introspect Litigation Support software?**
    c. **Other Litigation Support software? Please specify.**
    d. **iManage Document Management System?**
    e. **CaseMap**
    f. **Microsoft operating systems?**
    g. **Visual Basic programming**
    h. **PHP programming**
    i. **Microsoft Access?**
    j. **Other database software? Please specify.**
    k. **Other relevant software? Please specify.**