



# Pima County Consolidated Justice Court

## Job Description

<b>Job Title:</b>	<b>Help Desk Support</b>
<b>Class Code:</b>	5695
<b>Class Title:</b>	Technical Support Level 1 - Courts
<b>FLSA:</b>	Non-Exempt
<b>Court Status:</b>	Court Classified
<b>Salary Range:</b>	\$31,748 - \$47,622
<b>Minimum Qualifications:</b>	
<p>A high school diploma or equivalent GED certificate <u>and</u> two years of professional technical support experience; OR an Associate’s Degree from an accredited college or university in Computer Science or closely related field that includes coursework in PC troubleshooting and repair, operating systems, LANs and networking; OR any equivalent combination of experience, training and/or education approved by Human Resources. Experience must include Microsoft Windows, PCs, laptops, peripherals and LAN connectivity.</p>	
<b>Licenses and Certificates:</b>	
<p>None required, but preference given to applicants with CompTIA A+, Net+, MCP Windows 7, or specialized certification relative to the area of assignment (must have been earned or received within the last two years).</p>	
<b>Summary:</b>	
<p>This is an entry level position providing primary Help Desk and Level 1 support to Pima County Consolidated Court staff and community agencies with access to Court systems. Responsible for troubleshooting issues related to PCs, laptops, peripheral devices, end user software support, and basic LAN connectivity. This position has no supervision responsibilities. This position reports to the Information Technology Manager.</p>	
<b>Essential Duties:</b>	
<ul style="list-style-type: none"> <li>• Champion the values of the court through example and accountabilities;</li> <li>• Provide primary Help Desk and Level 1 support to PCCJC staff and community agencies with access to court systems;</li> <li>• Primary contact for requests for assistance on computer hardware/software issues. Receives requests for technical support on a direct help desk telephone hotline, email, or direct contact;</li> <li>• Enter requests for assistance in the Court’s help desk system, and enters updates of the request’s status as technical problems are addressed;</li> <li>• Analyze and resolve performance problems involving operating systems and associated hardware;</li> <li>• Research, build, configure and support personal computer (PC) hardware and software configurations;</li> <li>• Install new and replacement PCs, peripherals and devices;</li> <li>• Install operating systems and end user software, and provides first level support for user software. Install and maintain operating systems, security measures, monitors, utility programs and other miscellaneous software;</li> <li>• Contact vendors for support related issues as necessary;</li> <li>• Troubleshoot LAN connectivity related to computer network interfaces, cabling, WiFi, and software;</li> <li>• Provide training, technical support and consultation to users and staff;</li> <li>• Assist in the evaluation and modification of automated software and hardware applications;</li> <li>• Analyze systems to identify and resolve application problems.</li> </ul>	

**Additional Duties:**

- Participate in specialized projects;
- Participate in various PCCJC committees and subcommittees;
- Assist and/or substitute for other Information Technology (IT) staff as needed;
- Complete duties, special assignments and projects as assigned.

**Knowledge of:**

- Microsoft operating systems, such as Windows 7 & 8 and Server 2008 or 2012;
- Microsoft business products, such as Word, Excel, Outlook, PowerPoint;
- Customer service techniques;
- Effective communication and training techniques;
- Principles and techniques of diagnostic, troubleshooting, maintenance, and problem resolution on computer hardware, software, and peripherals;
- Techniques of the installation, modification, testing and servicing on all microcomputer and peripheral equipment and software;
- Systems analysis and design, software development lifecycle practices;
- Business English, spelling, grammar and punctuation;
- Basic mathematics.

**Skill in:**

- Personal computer hardware troubleshooting, printer troubleshooting, and basic network troubleshooting;
- Identifying, analyzing, and resolving computer problems applicable to area of assignment;
- Communicating effectively to technical and non-technical court staff;
- Establishing and maintaining effective working relationships with others;
- Analyzing customer needs to provide guidance, end-user training and technical help desk support;
- Training other staff in computer systems techniques and procedures;
- Using and supporting help desk issue tracking systems;
- Maintaining security and confidentiality of all communications and documents;
- Handling multiple tasks simultaneously and meeting working deadlines.

**Special Notice Items:**

All positions require satisfactory completion of a background investigation by law enforcement agencies, due to need for access to law enforcement, corrections, detention and courts facilities or associated confidential or sensitive information, documents, communications systems and like materials.

**Physical/Sensory Items:**

Extended periods of walking, standing, bending, stooping, lifting, and climbing are required. Work is performed in an office environment with potential for exposure to electrical components. This position requires lifting of up to 50 pounds. Work hours occasionally are required before or after standard court hours or on weekends.