



# Pima County Consolidated Justice Court

## Job Description

<b>Job Title:</b>	<b>Technical Support Specialist, Sr.</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>	\$40,641 - \$60,961 annually
<b>Minimum Qualifications:</b>	
High School diploma or equivalent and an associate’s degree in Computer Science or a related field and 4 years of professional technical support experience ; OR a bachelor’s degree in Computer Science or a related field and 2 years of professional technical support experience; 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.	
<b>Licenses and Certificates:</b>	
OnBase Certified Administrator required (earned or received within the last two years, or earned within eight months of employment). Either A+, Net + or MCP required (earned or renewed within the last two years). Preference given to applicants with specialized certification relative to the area of assignment.	
<b>Summary:</b>	
Responsible for coordinating information technology help desk activities in support of Pima County Consolidated Justice Court (PCCJC) staff and community agencies with access to Court systems. Responsible for end user desktop PCs, peripherals, software, LAN connectivity, installation, configuration, maintenance and inventory. Responsible for courtroom technology such as recording software and equipment, and video conferencing technology. Responsible for the Court’s electronic document management system including configuration and maintenance. Perform in a lead capacity among the Court’s technical support staff, providing guidance and assistance as required. This position reports to the Information Technology Manager.	
<b>Essential Duties:</b>	
<ul style="list-style-type: none"> <li>• Champion the values of the court through example and accountabilities;</li> <li>• This is a journey level position, and is distinguished from the Technical Support Specialist position by the performance of complex troubleshooting, project management, experience, technical expertise and abilities;</li> <li>• Receive requests for assistance on computer hardware/software issues. Receives requests for technical support on a direct help desk telephone hotline, email, or direct contact. Analyzes and resolves performance problems involving computer hardware, PCs, peripherals, and devices;</li> <li>• Administrator of the Court’s help desk system. Enters requests for assistance, assigns the requests to a technical support employee or appropriate member of the information technology staff, and enters updates of the request’s status as technical problems are addressed. Provide reports to Court managers as requested;</li> <li>• Technical administrator for the Court’s electronic document management system. Responsible for imaging hardware and software, configuration management, storage and database systems, security and disaster recovery, access and troubleshooting;</li> <li>• Technical administrator for the Court’s courtroom electronic recording software and hardware. Responsible for software installation and licensing, hardware installation and maintenance;</li> <li>• Technical administrator for the Court’s teleconferencing systems. Responsible for hardware installation and maintenance, network connectivity, and training end users;</li> <li>• Technical administrator for the Court’s BlackBerry server (BES) and BlackBerry support.</li> <li>• Mentor and direct activities of Help Desk Support staff, Technical Support Specialists, and IT interns assigned to the Help Desk;</li> </ul>	

**Additional Duties:**

- Contact vendors for support related issues as necessary. Installs new and replacement PCs, peripherals and devices. Maintains inventory of PCs, printers, scanners, and other user hardware. Maintains hardware library of laptops and other devices that are checked out to users;
- Install operating systems and end user software, and provides support for user software. Contacts vendors for support related issues as necessary. Maintains software library, software licenses, and ensures that installed software licenses are up to date. Makes recommendations on new and updated user software;
- Provide training, technical information to staff, users, consultants and vendors regarding currently installed software and hardware;
- Participate in specialized projects;
- Act as liaison between PCCJC and other County and State Information Departments;
- Represent the PCCJC on various court committees and subcommittees.
- Back up Information Technology (IT) staff as necessary;
- Complete duties, special assignments and projects as needed.

**Knowledge of:**

- Microsoft operating systems, such as Windows XP, Vista, Windows 7, and Server 2008;
- Microsoft business products, such as Word, Excel, Outlook, PowerPoint;
- Operating principles, capabilities and limitations of operating systems, security measures, hardware and software;
- Principles and techniques of diagnostic, troubleshooting, maintenance, and problem resolution on computer hardware, software, and peripherals;
- Systems analysis and design;
- Software development lifecycle practices;
- Effective training techniques;
- Principles and techniques for the adaptation of office procedures to information processing systems;
- Basic mathematics.

**Skill in:**

- Communicating effectively to technical and non-technical court staff;
- Managing projects from inception to close-out;
- Research including the design, analysis and documentation of results;
- Identify, analyze and resolve problems applicable to information technology systems;
- Effective communication and training techniques;
- Developing and preparing block diagrams and flow charts;
- Handling multiple tasks simultaneously and meeting working deadlines;
- Maintaining security and confidentiality of all communications and documents.

**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. Preference may be given to applicants who are Spanish speakers.

**Physical/Sensory Items:**

Work is generally performed indoors in an office setting and often requires extended hours of sitting. This position requires minimal lifting of up to 50 pounds. Routine work hours are required before or after standard court hours or on weekends.