

<b>Job Title</b>	<b>Information Technology Technician</b>	CL-24
<b>Occupational Group</b>	Information Technology Series	

### Job Summary

Information technology technicians are part of the information technology team that performs end user support activities. Information technology technicians at this level provide day-to-day support for end users and provide technical support in installing and configuring computer hardware and software programs. Technicians at this level perform routine troubleshooting.

### Representative Duties

- Provide day-to-day support and training to staff in WordPerfect, Lotus Notes, Microsoft Office, Adobe Acrobat, and national and customized applications.
- Distribute new hardware, including but not limited to PC hardware, laptops, printers, and mobile devices.
- Install and configure new software applications.
- Troubleshoot PC equipment and software problems.
- Provide assistance in procurement and inventory of automation related systems.
- Travel to divisional offices and other locations when necessary.
- Support and troubleshoot courtroom audio visual equipment
- Perform other automation and related duties as assigned.

### Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

#### Information Technology and Automation

- Knowledge of hardware and software programs. Knowledge of telephone and wireless systems. Skill in the latest technology in displays, routine hardware maintenance, and electronic devices. Ability to implement, operate, and document information technology systems. Ability to train users, build and maintain hardware images and anti-virus and other security concerns on the desktop.

#### Judgment and Ethics

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

#### Written and Oral Communication/Interaction

- Ability to communicate technical information effectively, orally and in writing to end users in a manner they can understand.

#### Budget, Finance and Procurement

- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

### Factor 2 – Primary Job Focus and Scope

The primary focus of the job is to install, support, and troubleshoot hardware and software based on the understanding of the needs and priorities of the end users. IT Technicians are very customer-service oriented with

users as well as with members of other courts. They must present a professional and capable persona to ensure trust and reliability in their interactions. IT Technician errors in judgement (i.e. failing to schedule nightly backups) could affect the functioning of the entire court and reflect poorly on the unit.

### **Factor 3 – Complexity and Decision Making**

The tasks performed by the incumbent take some time to learn and may vary daily. Technicians make decisions based on choices defined in standard procedures or work policies.

### **Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are peers, chambers staff, court unit staff, and Administrative Office staff for the purpose of coordinating end user technical support and troubleshooting and resolving computer related problems.

### **Factor 4B – Interactions with External Contacts**

The primary external contacts are end users for the purpose of troubleshooting problems as well as vendors for the purpose of ordering equipment and coordinating warranties.

### **Factor 5 – Work Environment and Physical Demands**

Work is performed in an office setting. Technicians may be required to lift and move moderately heavy items such as computer equipment. Occasional travel within the district may be required.