



The Superior Court of California,
County of Lassen
**INFORMATION SYSTEMS
TECHNICIAN I**

Full Time

Monthly Salary \$4,195 - \$5,095
Plus benefits

Under the general direction of the Court Executive Officer or designee, this position is responsible for performing help desk-related duties, providing basic technical system support, and coordinating IT services with the Court's vendor(s) to support the achievement of the Court's mission, business, operating and judicial objectives.

REPRESENTATIVE DUTIES

The following duties are typical of those performed in this classification; however, other duties may also be required.

- Works with executive management and Court Vendors to research, recommend, develop and implement Court IT Projects.
- Installs, configures, updates and repairs new and existing personal computers, monitors, printers, keyboards, video display terminals and related workstation equipment.
- Provides training and assistance in the use of computers; responds to and resolves user problems related to the use of computer hardware and software.
- Manages daily LAN operation which includes initializing program load and "boot" functions, system start and stop functions, system security and integrity checks, periodic data backups and restores, adding and deleting users, changing passwords, assigning user access and user files.
- Monitors LAN performance; adjusts and upgrades LAN hardware, software and file space to maintain satisfactory performance.
- Maintains inventory records and control logs of computer software and equipment; maintains problem records and compiles problem histories to identify preventive maintenance needs.
- Works with Court staff and Court vendor(s) to research and analyze court computer needs; makes recommendations concerning office computer equipment; assists purchasing staff with the evaluation of computer equipment vendors, maintenance agreements and contracts.
- Develops and updates Court websites, network and communication projects as needed in coordination with Court vendor(s).
- Provides data communications network support at the Court in coordination with Court vendor(s).
- Documents and/or develops information technology formal policies, procedures, and standards.
- Performs other duties as assigned.

KNOWLEDGE OF:

- Information systems technologies; practices and techniques of software use, configuration, and revision, especially in a networked environment

- Practical understanding of Active Directory; users, groups, organizational units, and permissions.
- Office automation applications and personal computers; related office support software (e.g., Word, Excel, Access, etc.) and other software applications that are unique to the Court
- Principles of computer systems
- Tools, equipment, practices and procedures of maintaining and repairing computer networks, peripheral devices, security cameras, and telecommunications equipment
- Effective customer service techniques
- Security fundamentals; practices to address malware detection, suspicious email, and account compromise

ABILITY TO:

- Resolve problems encountered with personal computers and peripheral equipment
- Analyze complex data and information systems problems, evaluate alternatives, and make sound recommendations based on findings; exercise sound independent judgment within general policy guidelines
- Provide technical training and assistance to other personnel
- Represent the department effectively with other Court departments and outside agencies
- Understand and implement verbal and written instructions; write clearly and concisely; communicate effectively both verbally and in writing; work cooperatively with those contacted in the course of work
- Work cooperatively, tactfully and courteously with the public, Court employees, justice partners and judicial officers
- Communicate effectively, both verbally and in writing
- Follow oral and written directions and instruction
- Use good judgment
- Safeguard sensitive information and maintain confidentiality
- Work in a fast-paced, sometimes stressful, environment
- Travel between Court facilities when required

JUDGMENT AND RESPONSIBILITY

Incumbents work independently on projects and assignments guided by general direction, policies, procedures, and standards. Priorities are often established by immediate user and department needs and can change frequently. Errors in the design or function of automated systems can potentially cause severe disruption to judicial processes and results.

EMPLOYMENT STANDARDS

Any combination of education and experience that would likely provide the required knowledge, skills and abilities is qualifying. A typical way to obtain the knowledge, skills and abilities would be the equivalent of:

Experience: One year of professional experience in a computer systems technical support position performing personal computer (PC) support.

Education: Successful completion, from an accredited college or university, of an Associate of Arts Degree in computer science, information systems management, or a closely related field may be substituted for the required experience.

PHYSICAL REQUIREMENTS

This position requires the employee to stand, walk, sit, reach, pull, climb stairs, balance, stoop, kneel, talk and hear sufficiently for communicating in person, by telephone and electronically. This position requires the ability to sit for long periods of time, ability to lift computers, monitors, books, files and other office equipment weighing up to fifty (50) pounds. Maintaining proficient dexterity in the use of fingers, hands, limbs and body for the operations of various office equipment including extended periods of time is essential.

FILING DEADLINE: CONTINUOUS

It is your responsibility to provide specific, accurate, complete information describing how you meet the minimum qualifications. Qualified applicants are invited to submit an official Lassen County Superior Court application to:

Superior Court of California, County of Lassen
Hall of Justice
Attn: Administrative Department
2610 Riverside Dr
Susanville, Ca 96130

Applications are available at www.lassencourt.ca.gov, OR at the court's administrative department located at the above address.