



Superior Court of California, County of Kings

Job Announcement

Limited-Term IT Support Technician

Pay Rate: \$15.00 - \$18.00 per Hour (Based on experience)

JOB OPPORTUNITY

The Superior Court of California, County of Kings, has an immediate opening for a Limited-Term Information Technology (IT) Support Technician. Working under general supervision, performs a wide variety of technical duties relating to the microcomputers, information systems, and peripherals. Perform related work as assigned. This position is established as a non-benefited Temporary position located at the Superior Court in Hanford, California but can at any time be reassigned to any court location.

SUPERVISION RECEIVED AND EXERCISED

The Limited-Term IT Support Technician is appointed by the Court Executive Officer and reports to the IT Director. Incumbent's immediate supervision may be provided by Network Analyst of the IT Division as directed by the IT Director. If funding is not provided or reduced, the Court Executive Officer reserves the right to reduce the salary or eliminate the position due to budgetary reasons. This is an At-will position.

POSITION OVERVIEW

Not all of the duties listed below are performed by the incumbent(s). Tasks may include, but are not limited to the following:

Under general supervision to respond to Help Desk calls from court personnel; assist court personnel at their desks with computer, phone, and electronic file tracking issues; install and connect computer networking devices and voice and telephone devices; document hardware, network and materials inventories. Position may be required to assist other technical staff in the IT Division with technical support in microcomputer usage and standards; installs, troubleshoots and performs minor repairs on office automation equipment; supports and maintains the network which would include e-mail, Website software, all server hardware and software as it pertains to jury, legal research and other software. Provides user divisions with technical support in microcomputer usage and standards; installs, troubleshoots and performs minor repairs on office automation equipment. Individual holding this position may travel to outlying courts [Avenal and/or Corcoran]; and perform all other information technology related duties as assigned.

(Essential duties may vary from position to position within classifications. Reasonable accommodation will be made when requested and determined by the Court to be appropriate under applicable law.)

Incumbent in this classification must possess:

THOROUGH KNOWLEDGE OF:

- Installation, updating, and troubleshooting methods on Windows based workstations and peripherals
- Network cabling standards and testing methods
- Cisco network devices
- Microsoft Server operating systems and hardware
- Microsoft Windows operating systems (Vista, Windows 7 and Office 2010)
- Effective methods to maintaining communication with Judicial Officers, vendors, suppliers, and co-workers

ABILITY TO:

- Perform duties independently under general supervision prioritizing specific assignments, and tasks
- Diagnose LAN/WAN network and microcomputer problems
- Provide a variety of end-user support services and respond to IT service requests
- Install, update, and support Court workstations and programs
- Provide support of windows operating systems, Microsoft Office programs, and various Court programs
- Administer and maintain Microsoft Active Directory and Exchange accounts
- Maintain and repair computer equipment
- Research equipment and software for purchasing recommendations
- Maintain department technical documentation and inventories
- Evaluate, install, troubleshoot, and repair both hardware and software systems
- Communicate effectively both orally and in writing with technical and non-technical staff
- Lift and carry 40 pounds and perform necessary physical tasks
- Work variable hours

MINIMUM QUALIFICATIONS

Education: Currently enrolled in or completion of college level course work in Management Information Systems, Computer Science, Network Engineering or a closely related field equivalent to an associate degree.

OR

Any equivalent combination of education and experience which would provide the required knowledge, skills and abilities is qualifying as determined by the Court Executive Officer.

DESIREABLE QUALIFICATIONS

Experience: One year experience in network and information system administration and microcomputer support and maintenance.

WORKING HOURS AND DURATION

The working hours are typically Monday through Friday, eight (8) hours a day, however the working schedule may be flexible upon Court Executive Officer approval. Working during evenings and weekends may be required. The duration of this temporary position is set for four (4) months (subject to approved funding) and may only be extended by order of the Court Executive Officer.

WORKING CONDITIONS

The demands and work environment characteristics described here are representative of those that must be met or are encountered by an employee while successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Regularly Required:

- Sit at a desk and/or in front of a computer video display terminal
- Twist and bend neck
- Repetitive hand movement while performing computer data entry as well as writing
- Traverse to various court divisions
- Stand
- Push and/or pull drawers of desk and/or file cabinets
- Bend at waist
- Reach above and/or below shoulder height
- Bend, Kneel, crouch, stoop, climb and reach while retrieving materials from shelves and cabinets and while working in and around computer equipment
- Grasp, lift and move items weighing up to 40 lbs.

Frequently Required:

- Drive to and from various court locations in own/court vehicle
- Tolerate a moderate noise level
- Tolerate moderate exposure to dust

Occasionally Required:

- Grasp, lift and move items weighing up to 50 lbs.

SPECIAL REQUIREMENTS

Must possess a valid California Class 'C' driver's license; ability to qualify for a security clearance through fingerprinting, traffic and criminal record background investigation, random drug testing; verbal communication; use of office equipment, including computer, telephone, calculator, copier and fax machine.

APPLICATION PROCESS

The Court Application is available on-line at our website: www.kings.courts.ca.gov. For further information or to receive an application by mail or in person, please contact:

Superior Court Human Resources Division
1426 South Drive, Hanford, CA 93230
Phone: (559) 582-1010, extension 5021
Fax: (559) 585-3261

FILING DATES

Application materials must be submitted in person or by mail by the filing due date. A faxed application may not be substituted for an original Court application.

FINAL FILING DATE: Open until filled

A screening panel may be convened to select those applicants deemed most qualified to participate.

EQUAL OPPORTUNITY EMPLOYER

The Court will engage in an interactive process to discuss possibilities of providing reasonable accommodation to applicants with medically documented, ADA-defined disabilities. If you need accommodation during the selection/interview phase of this recruitment, please notify the Superior Court's Human Resources Division at least five (5) working days prior to the interview date.

[This is not an offer of employment by the Superior Court, County of Kings or State of California]