



# Superior Court of California, County of Kings

## Job Announcement

### IT Support Technician

**Pay Rate: \$20.00 per Hour**

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#### JOB OPPORTUNITY

The Superior Court of California, County of Kings, has an immediate opening for an IT Support Technician. Working under direct supervision, performs a wide variety of technical duties relating to the support of local area networks, VoIP system, desktop, information systems, and peripherals. Perform related work as assigned. This position is established as a full-time benefited entry level position located at the Superior Court in Hanford.

#### SUPERVISION RECEIVED AND EXERCISED

The IT Support Technician is appointed by the Court Executive Officer and reports to the IT Department. Incumbent's immediate supervision may be provided by Senior Staff of the IT Division as directed by the Court Executive Officer.

#### 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; monitor data networks for performance; troubleshoot network problems using electronic testing equipment; document network configuration; 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.

*(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
- Microsoft Server operating systems and hardware
- Microsoft Windows operating systems (Windows 7) and Office Suite (Office 2010 365)
- Effective methods to maintaining communication with vendors, suppliers, and co-workers
- Maintenance of IT Help Desk
- Maintain change management record as it pertains to hardware, software and consumables

### **ABILITY TO:**

- Perform duties independently under general supervision prioritizing specific assignments, and tasks
- Diagnose LAN/WAN network and desktop problems and formulate appropriate solutions
- 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
- Maintain and repair computer equipment
- Research equipment and software for purchasing recommendations
- Maintain department technical documentation and inventories
- Evaluate, procure, 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:** Completion of college level course work in Management Information Systems, Computer Science, Network Engineering or a closely related field equivalent to an associate degree.

**AND**

**Experience:** One year of IT experience preferably in network and information system administration and desktop support and maintenance.

**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.

## **WORKING HOURS AND DURATION**

The working hours are typically Monday through Friday, eight (8) hours a day. Working during evenings and weekends may be required.

## **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:**

- 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 and regular TB testing; verbal communication with staff and supervisor; appropriate knowledge and use of office equipment, including computer, telephone, calculator, copier and fax machine.

## **BENEFITS**

The Court offers a benefit package to its regular full-time (pro-rated if not hired at the beginning of the plan year) which include 13 Court approved holidays; accrued sick/vacation (accrual based on hours worked, minimum 2 weeks/year); a Flexible Benefit Plan to purchase a variety of health insurance plans and related benefits such as Medical Insurance, Dental Insurance, Vision Insurance, Deferred Compensation, Administrative Leave, Medical Reimbursement, A Retirement Plan [ 2% at age 62] through California Public Employees Retirement System

[P.E.R.S.] unless employee is a “Classic PERS Member”. An Employee Assistance Program is also provided.

### **APPLICATION PROCESS**

The Court Application is available on-line at our website: [www.kings.courts.ca.gov](http://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  
1640 Kings County Drive, Hanford, CA 93230  
Phone: (559) 582-1010, extension 6021

### **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 County of Kings or State of California]