

## **COURT SYSTEMS ADMINISTRATOR**

### **DEFINITION**

Oversees the operation of and provides local support for the court's information systems to ensure the continuity of hardware and software operations within the court; may provide lead direction to other information systems staff; performs related work as assigned.

### **CLASS CHARACTERISTICS**

This is the highest level and usually lead classification in the Court Systems Administrator series with primary responsibility for the ongoing operation and support of the court's information systems. One position per court will typically be allocated to this classification. In addition to all the duties of an Associate Court Systems Administrator, assigned responsibilities usually include providing lead direction to assigned staff; the coordination, planning, and implementation of systems and software upgrades with the AOC Information Systems Division (AOC ISD); and the evaluation of court-specific hardware, peripherals, and personal computer software.

### **EXAMPLES OF DUTIES** (*illustrative only*)

#### Operational Support:

- Installs, operates, maintains, troubleshoots, and repairs servers, personal computers, and peripheral equipment using appropriate hand and diagnostic tools.
- Monitors and maintains the court's local area network and other systems environments used in the court.
- Fine tunes and maximizes systems operations and monitors disk space usage.
- Maintains and provides backup, restore, and recovery support of application systems on a variety of platforms.
- Monitors the court's connectivity to the judiciary's wide area network.
- Identifies, reports, and resolves problems with the AOC ISD.
- Serves as liaison for the court on statewide contracts.
- Establishes and maintains contracts with local vendors and service providers.
- Maintains a library of backup tapes and logs.
- Provides for the archival and retrieval of information from backup library.
- Creates and establishes manuals documenting operational procedures.

- Oversees the establishment and maintenance of inventory of computer equipment and associated supplies; reads technical manuals and maintains technological currency through self-study as well as formal training.
- Coordinates, plans, and implements systems and software upgrades with the AOC ISD.

#### User Support:

- Responds to users' calls for hardware or software assistance and resolves problems.
- Establishes and maintains user accounts on the system.
- Provides individual or small group training to users.
- Provides user assistance on electronic mail and word processing problems.
- Identifies, evaluates, and recommends software or hardware products for the court's use, as requested.
- Develops and maintains databases, spreadsheets, and associated reports for the court's use, as requested.
- Develops ad hoc reports for the court's use on statewide application systems, as requested.
- Develops and revises macros and glossaries for the Court's use, as requested.

#### General Support:

- Establishes computer room layout, determines the placement of computer equipment, and reviews electrical and cabling plans.
- Plans and coordinates the physical relocation of computer systems and equipment for the court.
- May provide lead direction, training, and work review to assigned staff.
- May organize and assign work, set priorities and deadlines, and follow-up to ensure coordination and completion of assigned work.
- May plan and maintain record management systems.
- May set up and administer telephone, voice mail, and security systems.
- May troubleshoot and maintain other electronic equipment such as copy, fax, and postage equipment.

### **WORKING CONDITIONS**

Incumbents must be available for overtime, non-standard shifts, and on-call hours.

### **QUALIFICATIONS**

#### **Knowledge of:**

- Systems performance analysis, including troubleshooting and diagnosis of hardware and software problems.
- Principles of telecommunications, network environments, and other systems environments used in the court.

- Operating systems used in the court.
- Maintenance, troubleshooting, and repair of servers and personal computers.
- Use of hand and diagnostic tools related to the work.
- Standard business software for personal computers, such as electronic mail, word processing, and spreadsheets.
- Basic principles and practices of project management and coordination.
- Standard business English, including spelling, grammar, and punctuation.
- Standard office and administrative practices and procedures, including record keeping.
- Safety practices related to the work.

**Ability to:**

- Analyze systems' performance and maximize efficiency.
- Install, maintain, operate, troubleshoot, and repair personal computers, servers, and peripheral equipment.
- Operate and monitor local area networks.
- Maintain accurate records of work performed and update procedures manuals.
- Use hand tools safely.
- Provide a variety of user support services.
- Train staff in work procedures and the use of software products.
- Plan, coordinate, and review computer room layout and electrical and cabling plans.
- Prepare written reports and recommendations, as requested by the court.
- Read and understand technical manuals and maintain technological currency through self-study as well as formal training.
- Work independently and use initiative and independent judgment within established guidelines.
- Organize, coordinate, and prioritize work activities and projects and meet critical deadlines.
- Establish and maintain effective working relationships.

**Licenses and Certificates:** None.

**Education and Experience:**

Equivalent to two years of experience operating and maintaining a local area network and providing technical user support at a level comparable to the Judicial Branch's class of Associate Court Systems Administrator.