

SUPREME COURT SUPERVISING COURT SYSTEMS ADMINISTRATOR

DEFINITION

Under direction, provides day-to-day supervision of assigned staff, and provides local support for the court's information and telecommunications systems to ensure the continuity of hardware and software operations within the court; performs related work as assigned.

CLASS CHARACTERISTICS

This is a supervisory level classification in the Court Systems Administrator series for the Supreme Court. Incumbents are responsible for supervising at least three information systems staff, with authority for their selection, retention, and training and development, and with responsibility for day-to-day supervision, evaluation, and recommending discipline as required. In addition, assigned responsibilities include the coordination, planning, and implementation of systems and software upgrades with the Judicial Council information technology staff, and the evaluation of court-specific hardware, computer software, and other associated equipment.

EXAMPLES OF DUTIES (*illustrative only*)

- Plans, organizes, assigns, supervises, reviews, and evaluates the work of assigned staff.
- Recommends selection of staff; trains staff and provides for their professional development; administers discipline as required.
- Supervises and/or performs the following work:

Operational Support:

- Directs internal staff and communicates with external vendors to ensure the successful implementation of system and software upgrades, including cloud-based solutions.
- Oversees the installation, operation, maintenance, and repair of servers, computers, storage systems, backup systems, and other network equipment.
- Monitors the court's local area network and other system environments and supervises the resolution of connectivity issues to the judicial branch's network.
- Fine-tunes and maximizes systems operations.
- Connects with Judicial Council information technology staff for additional support, as needed, for the overall improvement of technology operations.
- Manages the backup, restore, and recovery support of data and application systems on a variety of platforms. Provides for the archival and retrieval of information from backups.
- Regulates the preparation and maintenance of procedure manuals to guarantee triaging and troubleshooting procedures are documented accurately and performed efficiently.

User Support:

- Monitors overall help desk performance to verify users' requests for technology equipment and systems support are resolved.
- Provides specialized individual or group training to users; delegates and assigns training sessions.
- Identifies, evaluates, and recommends software or hardware products for the court's use, as requested.

General Support:

- Oversees the establishment and maintenance of technology equipment inventory, and associated supplies.
- Manages the physical relocation of largescale computer systems and equipment for the court.
- Oversees the setup and administration of telephone, voice mail, and security systems.
- Verifies that escalated, complex support issues are resolved.
- Organizes own work, sets priorities, and ensures deadlines are met.

WORKING CONDITIONS

The California Supreme Court is an equal opportunity employer. The California Supreme Court complies with obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Positions in this class typically require: sitting, walking, reaching, standing, grasping, fingering, repetitive motions, pushing, pulling, lifting, kneeling, crouching, crawling, stooping, seeing, hearing, and talking.

Incumbents may occasionally be required to work overtime and/or outside of normal business hours including nights, weekends, holidays, and on an emergency basis. Must be available to work onsite; statewide travel and remote work may also be required.

QUALIFICATIONS

Knowledge of:

- Basic supervisory principles, practices, and techniques.
- Problem solving and conflict resolution methods and techniques.
- Systems performance analysis, including troubleshooting and diagnosis of technology equipment and systems.
- Principles of telecommunications, network environments, and other systems environments used in the court.
- Operating systems used in the court.
- PowerShell and scripting.
- Maintenance, troubleshooting, and repair of servers and computers.

- Tools for diagnostics and repair.
- Applicable business equipment and desktop applications.
- Basic principles and practices of project management and coordination.
- Applicable work rules and policies.
- Workplace safety and injury prevention practices.
- Effective communication and presentation skills.

Ability to:

- Plan, organize, supervise, review, and evaluate the work of others.
- Analyze systems' performance and maximize efficiency.
- Install, maintain, operate, troubleshoot, and repair computers, servers, and other technology equipment.
- Operate and monitor information technology networks.
- Safely use diagnostic tools.
- Provide a variety of user support services.
- Prepare written reports and recommendations.
- Read and understand technical manuals.
- Work independently and use initiative within established guidelines.
- Organize, coordinate, and prioritize work activities and projects and meet critical deadlines.
- Maintain accurate records of work performed and update procedures manuals.
- Train staff in work policies, procedures, and the use of software products.
- Establish and maintain effective working relationships.
- Communicate effectively, orally and in writing.

Licenses and Certificates: None.

Education and Experience:

Bachelor's degree, preferably in information technology or equivalent certification and four (4) years of customer and technical support experience supporting and maintaining servers, hardware, operating systems, networks, or telecommunication systems, including one year of supervising experience.

Additional directly related experience and/or education may be substituted on a year-for-year basis.

OR

One year as a Senior Court Systems Administrator and a) completion of training courses on topics related to effective supervision within 6 months of promotion; or b) one year of previous supervisory experience.