

ASSISTANT/ASSOCIATE COURT SYSTEMS ADMINISTRATOR

DEFINITION

Provides local support for the court's information systems to ensure the continuity of hardware and software operations within the court; performs related work as assigned.

CLASS CHARACTERISTICS

Assistant Court Systems Administrator is the entry-level class in the Court Systems Administrator series. Initially under close supervision, incumbents learn the specific operation and maintenance of the court's information systems. As experience is gained, there is greater independence of action within established guidelines. Incumbents are eligible for consideration for promotion to Associate Court Systems Administrator after gaining experience and demonstrating proficiency which meets the qualifications of the higher level class.

Associate Court Systems Administrator is the journey-level class in the Court Systems Administrator series, fully competent to perform a broad variety of systems administration and support activities. Incumbents in this class are expected to function independently with limited direction in providing technical support of information systems. This class is distinguished from Court Systems Administrator in that the latter provides lead direction to systems staff and has primary ongoing technical responsibility for the operation and maintenance of the court's information systems.

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.
- 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.
- Maintains a library of backup tapes and logs.
- Provides for the archival and retrieval of information from backup library.
- Maintains and updates manuals documenting operational procedures.

- Maintains an inventory of computer equipment and associated supplies.
- Reads technical manuals and maintains technological currency through self-study as well as formal training.

User Support:

- Responds to users' calls for hardware or software assistance and resolves problems.
- Establishes and maintains user accounts on the system.
- Provides user assistance on electronic mail and word processing problems.
- Assists in developing ad hoc reports for the court's use on statewide application systems, as requested.
- Assists in developing and revising macros and glossaries for the Court's use, as requested.
- Participates in providing user training as requested.
- Assists in identifying and evaluating software and hardware products for the Court's use, as requested.

General Support:

- Assists in the physical relocation of computer systems and equipment for the court.
- May maintain record management systems.
- May 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:

- Basic principles of telecommunications, network environments, and other systems environments used in the court.
- Maintenance, troubleshooting, and repair of servers and personal computers.
- Use of hand 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:

- 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 users in the use of software products.
- Read and understand technical manuals and maintain technological currency through self-study as well as formal training.
- Work without close supervision in standard work situations.
- 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:

Assistant Court Systems Administrator Equivalent to a total of two years of any combination of formal education in information systems, automated office technology, or a closely related field and/or experience in operating and supporting automated office systems, including user support.

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