

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. 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; recommends discipline as required.
- Supervises and/or performs the following work:

Operational Support:

- Installs, operates, maintains, troubleshoots, and repairs servers, computers, and other associated equipment.
- Monitors and maintains the court's local area network and other system environments used by the court, and ensures connectivity to the judicial branch's network.
- Fine-tunes and maximizes systems operations.
- Identifies, reports, and resolves problems with the Judicial Council information technology staff.
- Maintains and provides backups, restore, and recovery support of data and application systems on a variety of platforms. Provides for the archival and retrieval of information from backups.
- Coordinates, plans, and implements systems and software upgrades with the Judicial Council information technology staff.
- Creates and maintains manuals documenting operational procedures.

User Support:

- Responds to users' requests for technology equipment and systems support and resolves problems.
- Establishes and maintains user accounts.
- Provides individual or group training to users.
- Identifies, evaluates, and recommends software or hardware products for the court's use, as requested.
- Develops and revises macros for the court's use; prepares reports, maintains databases and spreadsheets.

General Support:

- Oversees the establishment and maintenance of a computer room of technology equipment inventory, and associated supplies; maintains room layout, determines placement of computer equipment.
- Plans and coordinates the physical relocation of computer systems and equipment for the court.
- Oversees and may set up and administer telephone, voice mail, and security systems.
- Troubleshoots and maintains other electronic equipment such as copy, fax, and postage equipment.
- Organizes own work, sets priorities, and ensures deadlines are met.
- Provides orientation, training and guidance to new staff.

WORKING CONDITIONS

- Incumbents may occasionally be required to work outside of normal business hours including nights, weekends, holidays, and on an emergency basis.
- Incumbents will generally work in an office setting, but may be required to travel statewide on occasion.
- Incumbents may be required to lift and move equipment weighing up to 50lbs, with or without accommodations, to sit and/or stand for long periods, and to use standard computer-related equipment, including small hand tools.

QUALIFICATIONS

Knowledge of:

- Basic supervisory principles, practices, 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.

- 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:

Associate's degree, preferably in computer science or equivalent certification and three (3) 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 Court Systems Administrator with the Judicial Branch.