STATE OF CALIFORNIA
Judicial Branch
Judicial Council of California

Class Code: 3127
Band/Grade/Subgrade: B24
FLSA Status: Non-Exempt
Established: January 1, 2016
Revised: September 1, 2020

Computer Support Specialist

JOB FAMILY DEFINITION
This classification falls within the Technology Support Job Family encompassing a range of work in which incumbents are responsible for providing end user computing support and assisting with server administration tasks. Technologies include computer hardware, software, encryption, and virtualization. This class specification represents the type and level of work performed recognizing that specific work assignments may differ from one unit to another and from one incumbent to another.

CLASS SUMMARY
Incumbents, as assigned, are responsible for providing computer hardware, software, printer, tablet, smart phone, and network connectivity support. This includes the installation, configuration, deployment, administration, maintenance, troubleshooting and repair of desktop hardware, operating systems, applications, and peripherals. Incumbents assist with server administration tasks, including user account provisioning, print server management, file share management, data backup and off-site retention, and administer two-factor authentication systems.

DISTINGUISHING CHARACTERISTICS
The classification of Computer Support Specialist is distinguished from the Technology Help Desk Coordinator in that the Computer Support Specialist is routinely assigned computer support issues through help desk tickets. Incumbents assigned as Computer Support Specialists regularly handle level 2 support issues, and occasionally level 3 support issues. Technology Help Desk Coordinators are subject matter experts in assigned productivity software applications and assist end users with questions on usage and customization of those tools.

The Computer Support Specialist is distinguished from the Computer Support Technician in that the Computer Support Specialist is the primary computer support issue resource for Executive Office staff and is the primary administrator for two-factor authentication systems.

EXAMPLES OF ESSENTIAL DUTIES *(The duties listed are illustrative only and represent the core areas of responsibilities; specific position assignments will vary depending on business needs.)*
- Plans, designs, implements, and administers end user computing system management tools for the organization.
- Installs, upgrades, maintains, configures, operates, monitors, troubleshoots, and repairs computer systems, printers, mobile computing devices, and peripherals.
- Administers enterprise two-factor authentication solutions on client devices, including deployment of tokens, upgrades, and troubleshooting.
- Operates diagnostic tools and performs diagnostic protocols within standard procedures.
- Performs maintenance and system monitoring including, but not limited to, adding/deleting users, issuing/resetting passwords, reconciling directories, creating files and directories, and assigning user rights.
- Reviews system and application logs, verifying job completion, and maintains backup/restore recovery applications.

- Creates, updates, dispositions, and closes help desk tickets; escalates help desk ticket issues that cannot be resolved directly.
- Assists with server administration tasks, as assigned.
- Tracks and maintains inventory records; receives, logs, and processes incoming and outgoing (decommissioned) equipment.
- Prepares reports, logs, and technical documentation.
- Assists with basic technical research and evaluation of equipment and systems.
- Stays abreast of emerging technologies in area of assignment.
- Provides training to internal and/or external clients in assigned area.
- Provides orientation and guidance to new staff.
- Performs other duties of a similar nature and level as assigned.

EXAMPLES OF POSITION SPECIFIC RESPONSIBILITIES *(Illustrative Only)*
Responsibilities across incumbents in this classification are covered in the "Examples of Essential Duties" list. While incumbents assigned to this classification may access, maintain or use function-specific tools and/or perform specific technology support tasks aligned with one work unit, the general description of the work tasks involved in this class do not vary significantly and therefore no position specific duties are noted.

MINIMUM QUALIFICATIONS

EDUCATION AND EXPERIENCE
Four (4) years of front-facing customer and technical support experience in a moderately sized technology environment.

OR

Associate's degree, preferably in computer science or equivalent certification and two (2) years of front-facing customer and technical support experience in a moderately sized technology environment. *Additional directly related experience and/or education may be substituted on a year-for-year basis.*

OR

One year as a Computer Support Technician with the Judicial Council of California or one year of experience performing the duties of a class comparable in the level of responsibility to that of Computer Support Technician in a California Superior Court or California state-level government entity.

LICENSING AND CERTIFICATIONS
- None.

KNOWLEDGE OF
- Principles and practices of assigned hardware and software troubleshooting and analysis;
- Principles of mobile computing technology, remote access, desktop hardware and software maintenance;
- Infrastructure and communication protocols;
- Tools for diagnostics and repair;

- Installation practices for standard business applications;
- Technology support escalation protocols;
- Basic understanding of emerging technologies;
- Customer service principles;
- Applicable work rules and policies; and
- Modern office equipment.

SKILL IN
- Applying troubleshooting techniques for various hardware, software, and operating systems;
- Applying tools for diagnostics and repair;
- Understanding and interpreting technical information and manuals;
- Explaining technical information in a way that promotes understanding by non-technical users;
- Learning new technologies, systems, and software quickly;
- Organizing tasks, meeting deadlines, and prioritizing competing demands within assigned projects;
- Maintaining and updating technical documentation and logs;
- Preparing reports;
- Providing customer service;
- Utilizing a computer, relevant software applications, and/or other equipment as assigned;
- Effectively communicating; and
- Maintaining effective working relationships with colleagues, customers, and the public.

WORKING CONDITIONS, ADA AND OTHER REQUIREMENTS
The Judicial Council is an equal opportunity employer. The Judicial Council will comply with its obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Positions in this class typically require: sitting, walking, reaching, standing, climbing, grasping, repetitive motions, pushing, pulling, lifting, fingering, kneeling, crouching, crawling, stooping, seeing, hearing, and talking.

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or 50 pounds of force frequently, and/or up to 20 pounds of forces constantly to move objects.

Incumbents generally work in a typical office environment with adequate light and temperature. There may be occasional exposure to fumes, noxious odors, dust, mist, gases, poor ventilation, underground/confined/restricted workspaces and exposure to loud noise. The Judicial Council will make all reasonable efforts to minimize the need for employees to travel by taking advantage of virtual conferencing tools as much as possible. However, positions in this class may require local and statewide travel as necessary.

Please note: *The Judicial Council classifies work based on organizational need. The distinguishing characteristics, essential duties, and minimum qualifications described in this specification relate to the body of work required and not to the attributes of an incumbent assigned to perform the work.*