

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

SENIOR COMPUTER SUPPORT SPECIALIST

CLASS CODE: 99-31-14

POSITION PURPOSE

Provides advanced computer and network support activities and directs projects to ensure computer networks and clients' computers are functional, performing efficiently, and that data is being safeguarded.

DISTINGUISHING FEATURE

This position possesses an in-depth understanding of hardware and software support and a proficient understanding of LAN administration and resolution of network operating problems; and researches and resolves non-documented hardware, software, and LAN problems which results in maximum uptime and increased efficiency for users throughout the Unified Judicial System (UJS).

MAJOR RESPONSIBILITIES

Note: The duties listed are typical examples of work performed by positions in this job classification. Not all duties are included, nor is the list exclusive.

1. Provides software technical support to ensure efficient computer operations.
 - a. Determines and resolves compatibility issues with software and hardware.
 - b. Sets up local, networked, and stand-alone computer system related devices.
 - c. Evaluates and configures new workstation operating systems and associated systems.
2. Develops, troubleshoots, and documents new workstation installation configurations.
 - a. Tests hardware/software compatibility.
 - b. Automates/eases rollouts of workstations.
3. Provides network technical support to ensure continual and efficient operations.
 - a. Diagnoses and solves local area network problems.
 - b. Operates network monitoring tools.
 - c. Installs and configures equipment.
 - d. Analyzes network security and prevents breaches from occurring.
 - e. Monitors networks for viruses and develops strategies for removal and protection.
4. Develops plans for network installation to ensure projects are effectively implemented in a timely manner.
 - a. Recommends purchases of hardware and software on an area-wide basis.
 - b. Sets up, installs, and configures network servers and operating systems.
 - c. Sets up backup/restore jobs and procedures on workstations and servers.
 - d. Uses network monitoring tools to assist in determining WAN problems.
 - e. Monitors remote access and coordinates with BIT to resolve problems.

SENIOR COMPUTER SUPPORT SPECIALIST

- f. Requests cabling and assists with network design needs in courthouses.
5. Provides expertise and leadership for the team to initiate technical research and resolve unusual problems.
 - a. Determines project rollout for an area or building.
 - b. Serves as a knowledge base and resource for the Network Services Manager.
 - c. Configures, tests, and documents software and hardware.
 - d. Researches and resolves problems with non-documented hardware, software, and local area networks.
 - e. Researches, purchases, and experiments with new technologies.
6. Provides help desk expertise to facilitate help desk functions.
 - a. Uses network monitoring tools to assist with computer network support and network administration.
 - b. Assists with administration of tracking system software including installation, maintenance, and report generation.
 - c. Provides expertise with hardware, software, and peripherals.
 - d. Coordinates contracted repairs with outside vendors.
 - e. Writes procedural instructions on installation and usage of software for users and UJS IT staff.
 - f. Coordinates scheduled downtime with circuit administrators and other personnel as needed.
7. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position provides training, work direction, and technical expertise to other staff and mentors interns; and plans and oversees installation of workstations.

ESSENTIAL FUNCTIONS REQUIRE

Evaluation and understanding of computer systems' interaction, hardware, and software; operating standard office equipment such as copiers, telephones, etc.; sitting for extended periods of time; working in close quarters and climbing ladders to reach networking equipment or cabling; working extended hours as needed; travel to meet with clients; and attendance in accordance with rules and policies. The incumbent is also required to work effectively with coworkers and the public; understand, evaluate, and analyze statistical data and draw reasonable and accurate conclusions from that data; manage stress appropriately; meet deadlines; demonstrate initiative and motivation; and communicate (verbally and in writing) complex technical concepts and ideas to non-technical individuals.

PROBLEMS AND CHALLENGES

Challenged to plan and prepare for well-organized integrations of new and upgraded network technologies. This involves analyzing a variety of network components to determine the impact of introduction of new technology; coordinating times of installations with all those involved; writing scripts for upgrades and installations which are time intensive and require extensive

SENIOR COMPUTER SUPPORT SPECIALIST

testing; ensuring new users have proper group memberships and access to necessary peripherals; and planning to minimize downtime for staff and users. Further challenged to maintain technical proficiency and knowledge of diverse and continually changing hardware, software, and network developments which is difficult because it requires time and research to test them to the point of viability.

Problems resolved include analyzing problems to determine cause and developing the best way to fix them; maintaining an adequate inventory of equipment and parts; scheduling conflicts when visiting multiple locations in the same trip; and making sure installations follow guidelines and are operating correctly.

DECISION-MAKING AUTHORITY

Decisions made include determining what hardware and software is needed to implement an installation or upgrade; design, configuration, and layout of computer networks; type and amount of support necessary to fulfill an agency or client request; whether it is more cost effective to repair or replace equipment; whether to contact others for assistance; which vendor to call for replacement parts; whether to switch to a backup server during repairs; and priority of work orders.

Decisions referred include scheduling conflicts with agencies; final approval of installation dates; priorities based on budget restraints; and final approval of network planning strategies, policies, and standards.

CONTACT WITH OTHERS and PURPOSE

Daily contact with users to answer questions, solve problems, coordinate and schedule projects; occasional contact with vendors to resolve problems; with the Executive Branch BIT to resolve infrastructure problems and user problems relating to Executive Branch systems, including Citrix, mainframe, and WAN/Internet access; and with development staff in identifying and resolving problems.

WORKING CONDITIONS

The incumbent works in a typical office environment. Installation and repairs may require working in cramped or confined spaces, lifting heavy equipment, and exposure to electrical hazards. Travel is required to assigned courthouses to provide computer and network support. The incumbent may also be subject to on-call or after-hours work to resolve critical system problems, as approved by the supervisor.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- the principles of computer science;
- network administration;
- design, installation, compatibility, connectivity, and operating systems;

SENIOR COMPUTER SUPPORT SPECIALIST

Ability to:

- diagnose and resolve network problems;
- research new technologies;
- plan and implement projects;
- establish and maintain effective working relationships;
- communicate effectively with others.

Education:

Associate's degree from an accredited university, college, or technical school in computer science, computer networking, computer security, or a related field.

Experience:

Two (2) years of experience maintaining computer workstations, providing help desk support, and supporting computer networks; or an equivalent combination of related education and experience.