

**UNIFIED JUDICIAL SYSTEM
POSITION DESCRIPTION**

VIDEO NETWORK SPECIALIST

CLASS CODE: 99-31-20

POSITION PURPOSE

Assumes accountability for the technical aspects, software maintenance, contract administration, and budgetary responsibilities of voice, data, and video communication systems used by the Unified Judicial System (UJS) to conduct, record, and archive court proceedings with constancy, efficiency, and surety.

DISTINGUISHING FEATURE

This position plans, designs, installs, maintains, and supports communication systems by developing standards; coordinating activities with other agencies, contractors, and users; creating and maintaining documentation of work activities; monitoring and upgrading the installation base; researching and evaluating hardware and software; providing cost estimates to maintain standards within budget constraints; providing contract administration involving network services; and providing network and end-user technical support to ensure court proceedings are recorded properly and maintained securely, and users and technicians are well-informed and educated on system capabilities,

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. Proposes, documents, and maintains standards for audio and video communication systems to expedite consistency in procedures statewide.
 - a. Proposes baseline standards for UJS portable and integrated installations.
 - b. Creates and maintains scheduling options.
 - c. Documents design and maintenance of video and audio systems.
 - d. Analyzes upgrades and replacement options.
2. Provides installation and technical support to assist in compliance with standards and procedures.
 - a. Develops project schedules, monitors progress, and reviews completed work.
 - b. Researches, evaluates, and tests hardware, software, and firmware for compatibility.
 - c. Coordinates telecommunications issues with DDN and analyzes traffic loads.
 - d. Arranges maintenance services, troubleshoots problems, and oversees outside contractors.
 - e. Coordinates installations, maintenance, and support with non-UJS sites.
 - f. Monitors digital recording of court proceedings to ensure it is functional at all times.
3. Evaluates and estimates costs of operations and equipment to assist the Network Services Manager with budget development and program growth.

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- a. Reviews and maintains support contracts.
 - b. Provides cost estimates for security grant requests.
 - c. Estimates costs for proposed UJS installations and upgrades.
 - d. Analyzes vendor, contractor, and cost/price proposals and invoices.
 - e. Performs cost/benefit analyses on maintenance procedures.
 - f. Monitors and reports on equipment usage.
 - g. Develops innovative approaches to use of live broadcasts in court proceedings.
4. Makes technical support available to ensure access and availability to staff, vendors, and contractors.
 - a. Diagnoses and resolves network server and workstation problems.
 - b. Researches to identify problems and issues and determines resolutions.
 - c. Sets up, installs, and configures servers and workstations.
 - d. Evaluates hardware and software as directed.
 5. Coordinates and manages IT responsibilities in court house or office construction and expansion projects throughout the state to guarantee compliance with standards and procedures.
 - a. Defines wiring requirements and drop locations including networks, phones, sound systems, real-time, video conferencing, and multimedia.
 - b. Solicits contracts with necessary vendors for wiring and related needs.
 - c. Recommends wireless network standards including location and management of access points.
 - d. Researches and defines training room design and enhancements.
 - e. Works with UJS training staff to provide availability, options, and insight for remote training site options.
 6. Administers all UJS's contracts involving network services to provide direct oversight to contractors and an information source to managers.
 - a. Negotiates vendor contract prices for network services.
 - b. Works with UJS legal counsel to write contracts.
 - c. Justifies contract needs to IT Division Director and Network Services Manager.
 - d. Manages inventories of contracts, equipment, software, etc., relating to communication services.
 7. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position supervises the installation and maintenance of communication services; trains and oversees technicians and system users; manages contracts and contractors involved in communication services; and provides technical oversight to purchases of necessary hardware and software.

ESSENTIAL FUNCTIONS REQUIRE

Evaluation and understanding of computer systems' interaction, hardware, software, and data storage capabilities; working in cramped or confined spaces, lifting heavy equipment, and exposure to electrical hazards during installations; occasional work in construction areas; operating standard office equipment such as copiers, telephones,

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etc.; sitting for extended periods of time; 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

Challenges include managing the infrastructure of a shared communication system and implementing major communication projects. This requires site evaluations to determine usage and needs, selection and installation of appropriate equipment, and teaching users how to use the equipment appropriately and according to standards. Further challenged to stay current on changes in related technology and evaluate its usefulness to the needs of UJS. Additionally challenged to manage an extensive inventory of communications equipment spread across the state.

Problems resolved include determining most efficient solutions to clients' problems, negotiating technical and non-technical issues with vendors and contractors, installing and supporting new systems, and explaining services to clients.

DECISION-MAKING AUTHORITY

Decisions include priority of assigned work; determining suitability and feasibility of hardware and software products; recommending final configurations and setup of hardware; developing priorities and procedures for installations and upgrades; and determining the product type, specification, and feature needed when writing a request for proposal.

Decisions referred include approval of proposed baseline standards for video/audio solutions for UJS, and approval of budget.

CONTACT WITH OTHERS and PURPOSE

Daily contact with other technicians and users to provide solutions to their issues; frequent contact with all groups involved in the installation of equipment regarding their responsibilities in the procedure; with vendors, circuit administrators, clerks of court regarding digital recording and training; with county government, contractors, architects, circuit administrators, and A/V specialists regarding shared property and construction; and with school authorities, A/V technicians, network administrators, Justices, and television stations regarding broadcasting Supreme Court oral arguments.

WORKING CONDITIONS

The incumbent works in a typical office environment; may be subject to on-call or after-hours work to resolve critical problems; and may be required to work in cramped or confined spaces, lift heavy equipment, and be exposed to electrical hazards during installations.

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COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- theories, design, and operating principles of communication systems;
- communication systems hardware and software;
- Active Directory and Group Policy Objects;

Ability to:

- create and maintain extensive documentation;
- research new technologies and advocate ways to use them in UJS;
- communicate effectively with diverse groups of users;
- organize and schedule large installations and upgrades;
- resolve network and client problems independently.

Education:

Bachelor's degree from an accredited university or college in computer science or a related field.

Experience:

Two (2) years of experience in a video conferencing technology environment or hardware/software support in an office and network environment; or an equivalent combination of related education and experience.