

UNIFIED JUDICIAL SYSTEM POSITION DESCRIPTION

COMPUTER SUPPORT SPECIALIST

CLASS CODE: 99-31-13

POSITION PURPOSE

Provides a wide variety of computer, client, and network support to ensure effective installation, maintenance, and troubleshooting of computer hardware and software.

DISTINGUISHING FEATURE

This position has an overall understanding of computer hardware, peripherals, devices, and software applications; independently installs, maintains, and troubleshoots hardware and software; and resolves most client and system problems.

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 advanced software and hardware support to ensure optimal performance of clients' devices.
 - a. Setups, configures, diagnoses, and resolves issues on workstations, laptops, tablets, smartphones, and other associated devices.
 - b. Installs and updates operating systems and required software applications.
 - c. Ensures devices are properly configured to connect to the network, as well as identifying and resolving network connectivity problems.
 - d. Sets up and manages network printers and copiers, ensuring seamless integration and functionality.
 - e. Researches and installs appropriate drivers for peripherals to ensure compatibility and performance.
2. Ensures client security measures to safeguard devices through registration, monitoring, protocol implementation, and automated configuration.
 - a. Registers devices in Mobile Device Management (MDM) and Mobile Device Access (MDA) systems.
 - b. Monitors device compliance and security status within the MDM/MDA platforms.
 - c. Implements and maintains security protocols on all devices.
 - d. Deploys, installs, configures, and maintains individual workstations, peripherals, components, and network printers using automated deployment tools.
3. Diagnoses hardware, software, and CMS errors to identify and resolve technical issues efficiently.
 - a. Provides technical support for case management software used by the organization.
 - b. Addresses and resolves user issues with case management systems.
 - c. Troubleshoots and resolves hardware malfunctions and failures.

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- d. Diagnoses and fixes software issues, including operating system and application errors.
 - e. Utilizes remote support tools to assist clients and perform troubleshooting.
4. Collaborates and communicates with various entities to ensure technical issues are resolved in an efficient manner.
 - a. Works closely with other IT staff and departments to ensure seamless service delivery.
 - b. Delivers responsive and effective help desk support to address and resolve clients' technical issues.
 - c. Manages and responds to IT incidents and problems in a timely manner.
 - d. Communicates effectively with users to understand and resolve their technical issues.
 - e. Diagnoses and resolves hardware and software problems, escalating complex issues to specialized teams as necessary.
 5. Maintains documentation and knowledge management to support activities.
 - a. Develops and maintains detailed procedural documentation for software installation, usage, and troubleshooting for users and technical staff.
 - b. Creates procedural instructions on installation/usage of software for users and fellow technical staff.
 - c. Maintains accurate records of installations, configurations, and support activities.
 6. Performs other work as assigned.
 - a. Evaluates and configures new operating systems and associated applications.
 - b. Coordinates contracted repairs with vendors.

SUPERVISORY FUNCTIONS

This position may direct vendors working on Unified Judicial System (UJS) computers and networks.

ESSENTIAL FUNCTIONS REQUIRE

In-depth understanding of computer systems, including hardware and software interactions. Flexibility to work extended hours as needed and travel to meet with clients. Adherence to attendance rules and policies. Ability to work effectively with coworkers and the public. Capability to understand, evaluate, and analyze technical data, drawing reasonable and accurate conclusions. Ability to manage stress appropriately and meet deadlines. Demonstrate initiative and motivation in all tasks. Proficiency in communicating complex technical concepts and ideas to non-technical individuals, both verbally and in writing.

PROBLEMS AND CHALLENGES

Challenges include ensuring seamless integration between technologies and software used by UJS, which is a complex task. This requires a comprehensive understanding of diverse systems encompassing multiple products, as well as adapting to continuous hardware and software upgrades.

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Problems encountered include troubleshooting hardware and software failures to identify solutions and addressing compatibility of configuration issues.

DECISION-MAKING AUTHORITY

Decisions include priority of assigned work, suitability of hardware and software products, and recommendations for final configurations and setups of hardware and software installations.

Decisions referred include priority of conflicting requests, whether to repair or replace equipment, and final authority on computer purchases.

CONTACT WITH OTHERS AND PURPOSE

Daily contact with users to answer questions and solve problems, and occasional contact with vendors to discuss products.

WORKING CONDITIONS

The incumbent works in a typical office environment. Installations and repairs may require working in cramped and confined spaces, lifting heavy equipment, and exposure to electrical hazards. Travel is required to assigned court houses 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 supervisors.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- a wide variety of computer software, hardware, and peripherals;
- installation, compatibility, connectivity, and operating systems.

Ability to:

- diagnose and resolve issues on workstations, laptops, tablets, and other associated devices;
- operate a variety of software applications;
- establish effective working relationships;
- manage multiple projects and tasks;
- 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:

No experience is required; or an equivalent combination of related education and experience. Computer support experience is preferred.

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FLSA: Non-Exempt