

**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. Provides advanced computer support and ensures clients' computers are functional, performing efficiently, and that data is being safeguarded.

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 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. The role involves diagnosing and resolving undocumented hardware, software, and network issues.

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.

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3. Evaluates and estimates costs of operations and equipment to assist the Network Services Manager with budget development and program growth.
 - 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. 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. Troubleshoot and resolves hardware malfunctions and failures.
 - d. Diagnoses and fixes software issues, including operating system and application errors.
 - e. Utilizes remote support tools to assist clients and perform troubleshooting.
 - f. Provides advanced technical support by diagnosing and resolving complex, undocumented hardware, software, and network issues.
5. Provides project planning and management to ensure projects have well-defined goals, timely completion, and detailed documentation.
 - a. Determines project rollout for an area or building.
 - b. Develops comprehensive project plans that outline scope, goals, deliverables, required resources, budget, and timing.
 - c. Maintains comprehensive project documentation, including plans, status reports, meeting minutes, and change requests.
 - d. Develops and maintains detailed procedural documentation for software installation, usage, and troubleshooting for users and technical staff.
 - e. Creates procedural instructions on installation/usage of software for users and fellow technical staff.
6. Coordinates and manages IT responsibilities in courthouse 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.
7. 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

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services.

8. 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. This position provides training, work direction, and technical expertise to other staff and mentors all Network Services staff.

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, 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. Further challenged to maintain technical proficiency and knowledge of diverse and continually changing hardware and software technologies. Proactively addressing issues while identifying possible future issues and presenting solutions.

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.

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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.

COMPETENCIES/QUALIFICATIONS FOR APPOINTMENT

Knowledge, Skills and Abilities:

Knowledge of:

- theories, design, and operating principles of communication systems;
- communication systems hardware and software;
- a wide variety of computer software, hardware, video conferencing and peripherals;
- installation, compatibility, connectivity, and operating systems.

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;
- diagnose and resolve issues on workstations, laptops, tablets, and other associated devices.

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.