

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 requires an in-depth knowledge of hardware and software support, as well as expertise in computer systems and network protocols. This role involves diagnosing and resolving undocumented hardware, software, and network issues, ensuring maximum uptime and enhanced efficiency for users across 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 advanced comprehensive technical support to ensure optimal performance of clients' devices.
 - a. Provides advanced software and hardware support.
 - b. Sets up, configures, diagnoses, and resolves issues on workstations, laptops, tablets, smartphones, and other associated devices.
 - c. Installs and updates operating systems and required software applications.
 - d. Ensures devices are properly configured and connected to the network, as well as identifying and resolving network connectivity problems.
 - e. Sets up and manages network printers and copiers, ensuring seamless integration and functionality.
 - f. 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.

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- 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.
 - 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.
4. 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.
 5. Serves as a technical research and problem resolution lead by maintaining a knowledge base and resource for the Network Services Manager.
 - a. Researches and resolves problems with non-documented hardware, software, and local area networks.
 - b. Researches, purchases, and experiments with new technologies.
 6. 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.
 7. Maintains documentation and knowledge management to support activities.
 - a. Develops and maintain 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.
 8. Performs other work as assigned.

SUPERVISORY FUNCTIONS

This position provides training, work direction, and technical expertise to other staff and mentors all Network Services staff; and plans and oversees installation of UJS approved hardware and software.

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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 technologies. This involves analyzing a variety of variables 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 testing; ensuring new users have proper security and access rights; and planning to minimize downtime for staff and users. 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 analyzing problems to determine cause and initiating a plan to resolve most efficiently; 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 upgrades, including the configuration, and layout; 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 resolving scheduling conflicts with contributing private and government entities; 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

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infrastructure, network and security related issues; and IT staff in all areas necessary to 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;
- a wide variety of computer software, hardware, and peripherals;
- installation, compatibility, connectivity, and operating systems.

Ability to:

- research new technologies;
- plan and implement projects;
- 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:

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.