

ARIZONA SUPERIOR COURT IN PIMA COUNTY

Pima County Juvenile Court

Job Description

Job Title: Technical Support
Job Code: 8434
Pay Grade: 55
FLSA Status: Non-exempt



PURPOSE OF CLASSIFICATION:

Perform the installation, maintenance, repair or removal of computer equipment. Provide technical support in the automated processing of information and office automation related activities. Provide technical computer and/or systems software and hardware support to Local Area Network (LAN) and AS400 systems. Installs, configures, tests, trouble-shoots, and repairs computer systems and/or applications.

ESSENTIAL FUNCTIONS:

- Serves as first point of contact for computer users throughout the Court providing both on-site and telephone support for resolution of computer hardware, software, and network-related problems.
- Installs, configures, tests, repairs and removes computers and peripherals for the computer network.
- Evaluates systems and applications for suitability in performance or work unit tasks.
- Performs programmed test diagnostics to identify hardware, software, and network problems.
- Configures systems for new installation or modifications.
- Identifies and remedies problems and difficulties with various software programs and peripheral devices.
- Installs, modifies, and tests cables.
- Maintains updated user access for network, JOLTS, and e-mail system.
- Acts as the Court's Asset Manager.
- Identifies and remedies problems and difficulties with various software programs and peripheral devices.
- Performs timely backups of the Court's LAN and AS400 networks.
- Maintains hardware and software inventory.
- Maintains licensing information.
- Performs related duties and projects as assigned.

KNOWLEDGE, SKILLS, AND ABILITIES:

- Must have knowledge of peripheral devices.
- Must have knowledge of computer operating systems software.

- Must have knowledge of techniques of systems analysis and design as applied to personal computers.
- Must have knowledge of diagnostic software applications for personal computers, electronics, computer data communications and cabling.
- Must have knowledge of principles and techniques of effective communication, both written and oral.
- Must have skill in identifying and using diagnostic software programs.
- Must have skill in repairing and installing data communications systems.
- Must have skill in installing and repairing peripherals.
- Must have skill in installing applications software and computer operating systems.
- Must have skill in troubleshooting computer operating systems and applications software.
- Must have skill in establishing and maintaining cooperative working relationships with clients, staff, vendors, and the public.
- Must have skill in organizing assignments, setting priorities, meeting deadlines; documenting systems errors, changes, and upgrades.
- Must have the ability to communicate effectively with coworkers, court staff, and vendors.

MINIMUM QUALIFICATIONS:

A High School diploma or equivalent G.E.D. certificate and three years of experience performing technical computer support. OR, An Associate’s degree from an accredited college, university, or vocational/trade school in computer science, management information systems, or a related field and one year of aforementioned experience. OR any equivalent combination of experience, training and/or education approved by Human Resources.

LICENSES AND CERTIFICATES:

Must have a valid Arizona Driver’s License at the time of appointment.

PHYSICAL DEMANDS/WORKING CONDITIONS:

Must be able to lift, move, and stack 50 – 80 pound cartons to and from shoulder height. Must be able to work in close quarters and dimly lit areas when installing and/or moving equipment.

DISTINGUISHING CHARACTERISTICS:

This is a classified position that reports to the Director, Information Technology. The incumbent performs duties under general supervision and has no supervisory responsibilities.

Date:

Revised: 11/16/04, 07/01/05, 10/26/07, 6/12/09; 11/12/12

Approved by: _____
Hiring Authority

Date

Deputy Director, Human Resources

Date