

## **JOB DESCRIPTION IT CASE AIDE**

### **I. STATEMENT**

The IT Case Aide will serve as primary support for technology related issues and questions. Responsible for setup, configuration and installation of Personal Computer (PC) hardware, software and any related peripherals.

This position is highly customer service focused and a strong sense of customer service must be maintained at all times. The IT Case Aide position is responsible for serving as the first level of technical support for users.

While individual employees may be assigned a specific area of general responsibility, all employees are expected to assist each other as needed, and with miscellaneous other tasks as assigned. This job description is not intended to provide a complete list of the duties that may be assigned to an employee.

### **II. QUALIFICATIONS**

#### **A. Education**

1. High school diploma required.
2. Associate's or Bachelor's Degree in a related field preferred.
3. Technical knowledge of PC Hardware, software, printers and peripherals, Windows XP/Vista/7, Windows Server 2003/2008/2012, Microsoft Office, and TCP/IP required.
4. A+ certificate preferred.
5. Microsoft and/or other certifications desired.

#### **B. Personal Qualities:**

1. Motivated individual with excellent work ethic, outstanding attitude and ability to multi-task effectively and efficiently.
2. Ability to work with the public.
3. Excellent verbal/written communication skills.
4. Ability to get along with other staff and supervisors.
5. Ability to work independently and as a team member.
6. Ability to prioritize and accurately complete daily workload in a fast-paced environment.
7. Must be dependable, professional and have a positive attitude.
8. Be able to lift computer, printer and other related equipment as required.
9. Possess a valid driver's license,
10. Ability to pass drug screen and criminal background check.

### **III. JOB RESPONSIBILITIES**

#### **A. Essential Functions**

1. Provide primary coverage of the Help Desk, serving as the first level of technical support for users.

2. Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware.
3. Setup, configure and install PC hardware, software and any related peripherals.
4. Diagnose and resolve any PC hardware and software issues.
5. Implement changes and develop solutions needed for new and existing software.

B. Perform other duties as deemed appropriate by the Judge, Court Administrator or Administrative Staff.

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