

# Information Technology Professional

## I. STATEMENT

The Information Technology Professional will oversee the technology operations for all Court departments, Detention and Educational Services Departments. This position will serve as primary support for all technology related issues and questions.

## II. QUALIFICATIONS

### A. Education

1. High school diploma required.
2. Associate's or Bachelor's Degree from an accredited college or university preferred; or any combination of education, training, course work, and experience that provides the requisite knowledge, skills, and abilities for the job.
3. Experience with a Court Case Management System is preferred. Prior experience working in IT within a Court a plus.
4. Knowledge of information system administration and operation.
5. Thorough knowledge of PC hardware, software, networks, printers and peripherals, office productivity, process streamlining, client and server operating systems, and Microsoft Office required.
6. A+ certificate preferred.
7. Microsoft and/or other certifications desired.
8. SQL server and querying a plus.

### 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. Ability to learn Court processes and applications.
4. Excellent verbal/written communication skills.
5. Ability to get along with other staff and supervisors.
6. Ability to work independently and as a team member.
7. Ability to prioritize and accurately complete daily workload in a fast-paced environment.
8. Ability to meet tight deadlines.
9. Ability to be flexible and adapt to change with little notice.
10. Must be dependable, professional and have a positive attitude.
11. Be able to lift computer, printer and other related equipment as required.
12. Possess a valid driver's license,
13. Ability to pass drug screen and criminal background check.

### **III. JOB RESPONSIBILITIES**

- A. Essential Functions
  1. Provide primary coverage for all technology related issues within all Court departments, Detention and Educational Services Departments.
  2. Manage courtroom technology, and provide assistance with the use of courtroom audio and video technology.
  3. Execute daily operations of the IT department to include analyzing workflow, establishing priorities and setting deadlines.
  4. Maintain network, operations and case management system.
  5. Serve as the first level of technical support for users.
  6. Provide technical assistance and support for incoming queries and issues related to computer systems, software and hardware.
  7. Setup, configure and install PC hardware, software and any related peripherals.
  8. Diagnose and resolve any PC hardware and software issues.
  9. Implement changes and develop solutions needed for new and existing software.
  10. Stay current with Technology trends.
  11. Train staff on technical issues.
  
- B. Other Functions Based on Ability
  1. Manage IT Projects as needed.
  2. Update network, operations and case management system
  3. Managing IT Staff.
  4. Budgeting and strategic planning
  5. Occasional overtime, on call 24/7.
  
- C. Perform any other duties as deemed necessary and proper by the Director of Administration and the Judge.