

## **JOB DESCRIPTION CASE AIDE**

### **I. STATEMENT**

The Case Aid is responsible for multiple functions throughout the Court. He/She will perform duties deemed to be in the best interest of the ongoing daily routine of the Court. He/She will perform duties preparing for the Court proceedings and perform duties in the Courtroom at the discretion of the Judge or Magistrate. He/She will be responsible for filing and maintaining an accurate record of all filings and legal records filed through the Clerk of Courts. He/She will, under direction, manage technology applications, systems, projects and evaluate hardware, software and user needs. He/She will serve as the primary support for technology related issues and questions.

### **II. QUALIFICATIONS**

#### **A. Education**

1. Bachelor of Arts or Bachelor of Science Degree in a related field preferred.
2. Technical knowledge of PC Hardware, software, printers and peripherals, Windows XP/Vista/7, Windows Server 2003/2008/2012, Microsoft Office, and TCP/IP is strongly preferred.

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

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

### **III. JOB RESPONSIBILITIES**

#### **A. Information Technology**

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. Bailiff

1. Insure that daily operations and Courtroom run smoothly.
2. Ensure that the Courtroom is prepared for the day's proceedings.
3. Calls Court to Order. Announces the Judge's or Magistrate's arrival along with the case name and parties present.
4. Maintain order in the Courtroom at all times during session.
5. Escorts witnesses to and from the Courtroom.
6. Run audio equipment for Court proceeding.
7. Performs clerical and administrative duties with the completion of all required paperwork, including journal entries.
8. Ability to answer questions regarding the Court proceedings, and respond firmly and tactfully in stressful situations.

C. Deputy Clerk

1. Case Processing
  - i. Assignment of case numbers.
  - ii. Process motions, complaints, hearing notices, summons, subpoenas, warrants, entries, barcode and scan documents in accordance with the Court policy.
  - iii. Disposition notice to police departments.
  - iv. Filing and retrieval of legal files.
2. Ability to operate the Court's phone system, in a professional and courteous manner.
3. Schedule and provide written information regarding the Court ordered programming.
4. Ability to respond to questions from the general public.

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