



Senior Technology Specialist

Class Code:
4846

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Revision Date: Feb 27, 2009

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general supervision, to perform a variety of technical support duties to court computer users involving the operation, installation, maintenance, troubleshooting and support of court hardware and software systems and network administration and maintenance support services; and to perform other related duties as assigned.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Provides assistance to end users experiencing problems with applications, including PC based applications and court applications such as DOMAIN, Jury for Windows, etc.; listens to user inquiries and description of software and/or hardware problems to diagnose the type and source of difficulty; and researches technical documentation to isolate the nature of problems and identifies corrective action.
2. Installs, configures, troubleshoots, tests and maintains personal computing equipment (e.g. computers, monitors, keyboards, printers, and related workstation equipment); installs and replaces internal computer components such as RAM or hard disk memory, CD ROM drives, communications cards, etc.; reconfigures equipment and system software to meet changing user needs; and diagnoses the causes of computer equipment failure, and conducts routine maintenance and repair of peripheral equipment (e.g. disk drives, scanners, printers).
3. Installs, upgrades, tests and maintains operating system software for client workstations; backs up and restores system software and user data on the local area networks.

4. Participates in daily network support services that includes anti-virus distribution, installation of cabling, troubleshoots and corrects network printer problems; assists in moving switches, hubs, servers and UPS; assists in mapping network drives and folders; assists with identifying network connection problems; performs general administration of LANs; and configures LAN workstations.
5. Trains users in the use of computer equipment and software; and trains other technology staff in LAN configuration.
6. Assists with cabling of workstations, equipment controllers and routers; traces cabling failures; and contacts vendors for repairs as needed.
7. Assists with the maintenance of software applications; and assists with inventory of computer equipment.
8. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:

Either Option I

The equivalent to one year of full-time experience in the class of Technology Specialist in the Superior Court of California, County of Alameda.

Or Option II

Education:

College level course work in computer science, information technology or a closely related field.

AND

Experience:

The equivalent to two years of full-time work experience installing, maintaining and troubleshooting personal computers, data communications and peripheral equipment, operating software, and local area networks.

Professional Certification:

Possession of valid Microsoft Certified Desktop Support Technician (MCDST) certification within 1 year from appointment to the class.

KNOWLEDGE AND ABILITIES:

Knowledge of functions and operations of microcomputers, peripherals, application software, and of local area networks; general principles of office automation; a variety of local area networks used by the Court; network topologies and wiring configurations; basic operations of wide area networks including TCP/IP and DHCP; and a variety of network protocols and commands.

Ability to analyze and resolve user needs and problems; analyze operational and system problems, evaluate alternatives and reach sound conclusions; install, test, configure and support software and hardware used by the court; read, interpret and apply information from technical manuals or other sources; use initiative and sound independent judgment within established procedural guidelines to support application systems; organize work, set priorities and meet critical deadlines; use a variety of computer diagnostic equipment; understand electronic data paths; communicate effectively on technical issues with individuals with varying degrees of computer familiarity; instruct others in the use of computerized information systems; establish and maintain effective working relationships with staff, Alameda County data processing department, vendors and contractors; keep abreast of current technology trends and developments in the field of information systems support; work independently and as a member of a team; use small hand and power tools to install computer related equipment.