



# Technology Specialist

Class Code:  
4843

Bargaining Unit: Unrepresented - Non-management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA  
Established Date: Apr 1, 1994  
Revision Date: May 1, 2019

## SALARY RANGE

SEE SALARY SCHEDULE

## JOB DESCRIPTION:

### JOB DEFINITION

Under general supervision, the Technology Specialist provides network connectivity and desktop support services; resolves, monitors, tracks and escalates technical issues and requests for service; maintains computer software and equipment; diagnoses and repairs computer equipment issues; and performs other related duties as assigned.

### DISTINGUISHING CHARACTERISTICS

The Technology Specialist is distinguished from the Senior Court Technology Specialist in that the former has primary responsibility for diagnosing and repairing computer equipment/software problems. The senior performs network maintenance and administration activities as well as troubleshooting computer problems.

## 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. (The following does not include all of the duties that may be performed.)

- 1.
- 2.

1. Serves as the first point of contact for customers seeking technical assistance over the phone or email.
2. Provides first-level problem determination and technical support.
3. Logs, tracks and monitors all problems and requests by using the ServiceDesk Plus help desk and asset management software from ticket creation to problem resolution.
4. Performs remote troubleshooting and problem resolution

5. Performs user administration on Active Directory, Office 365, Court case management systems and other third party and Court applications.
6. Installs, configures and maintains software packages and applications.
7. Diagnoses and resolves hardware problems on computers, printers, and other peripherals.
8. Performs routine maintenance on existing equipment.
9. Investigates and resolves problems with network connectivity and cabling failures.
10. Trains users in the use of computer equipment and software.
11. Maintains asset management database.
12. Prepares, writes, reviews, tests and maintains operational procedures, installation instructions and other related technical material.
13. Performs other related duties as assigned.

## **MINIMUM QUALIFICATIONS:**

### Experience:

Two years of increasingly responsible experience installing, maintaining, diagnosing and repairing computer and equipment

Or

Any combination of training and experience that could likely provide the desired knowledge and abilities.

## **KNOWLEDGE AND ABILITIES:**

*Knowledge of* PC and court application software; computer hardware operation, diagnostics, repair, and maintenance; network fundamentals; operation of highly technical diagnostic equipment

*Ability to* Communicate effectively with end users; troubleshoot, diagnose, and resolve computer equipment problems; interpret and apply information from technical manuals; install, repair, and maintain computer equipment.

## **CLASSIFICATION HISTORY:**

Date established: 4/94

Date revised: 1/01

Date revised: 3/15

Date revised: 5/19