

## Benchmark Job Description

<b>Benchmark Job Title</b>	<a href="#"><u>Information Technology Technician II</u></a>	CL-25
<b>Occupational Group</b>	Administrative Court Support	

### Job Summary

Information technology technicians are part of the information technology team that performs end user support activities. At this level of function technicians provide help desk support for end users and provide technical support in installing and configuring computer hardware and software programs, as well as second-level end user support. Technicians II perform routine to moderately complex troubleshooting for hardware and software systems and may serve as a lead to lower level staff.

### Representative Duties

**These representative duties are intended to provide generalized examples of major duties and responsibilities that are performed by many positions in this benchmark. These representative duties are NOT intended to include any tasks or duties unique to a particular work location or position, nor are they intended to reflect all duties performed by positions covered by this benchmark.**

- Respond to help desk calls and e-mails, log computer problems, and assist with routine problems; problems that are not quickly resolved are escalated to the next level. Assist with web access. Provide information and assistance to users on applications such as word processing and data entry. Assist with creating user accounts and providing end user training.
- Create and run reports. Install or assist in the installation of upgrades or new or revised off-the-shelf/desktop releases. Set up, configure, install, and document hardware and software.
- Provide support for mobile computing devices and remote access. Confirm that back-ups are run. Perform inventory control duties.
- Provide cabling support.
- Prepare and maintain the documentation and standard operating procedures and checklists for end users and other technicians. Troubleshoot hardware and software problems. Perform basic system support for telephone systems, such as additions, deletions, and moves. Analyze help desk log. Create user accounts. Create local court forms from off-the-shelf software. Customize programs for local needs and trains personnel in their use. Provide day-to-day systems backups and verify the validity of data.
- Maintain contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitor day-to-day operations of the equipment and systems. Act as the technical expert in solving computer system problems.
- Recommend hardware, equipment, and software updates.

### Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)

#### Information Technology and Automation

- Mastery of the latest available electronic technology and hardware and software programs. Knowledge of telephone and wireless systems. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant hardware and software programs. Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and

software programs. Knowledge of computer processes and capabilities, including a general understanding of case management systems. Ability to perform software and hardware maintenance and troubleshooting.

**Court Operations**

- Knowledge of the functions and procedures of the court units.

**Judgment and Ethics**

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

**Written and Oral Communication/Interaction**

- Ability to communicate technical information effectively (orally and in writing) to end users in a manner that they can understand. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

**Budget, Finance and Procurement**

- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

**Factor 2 – Primary Job Focus and Scope**

The primary purpose of the job is to troubleshoot more complex hardware and software problems based on the understanding of the needs and priorities of the end users and gathering and analyzing information to determine (or recommend) the best course of action. IT Technicians are very customer-service oriented with users, as well as member of other courts. They must present a professional and capable persona to ensure trust and reliability in what they are saying and telling the users to do. Failure to perform their tasks proficiently could result in the unit not reaching its goals. IT Technician II errors in judgment, (e.g. buying the wrong software program,) could result in the court not being able to return the product and the budget may not allow for the purchase of the correct software. This could affect the entire court and reflect badly on the unit.

**Factor 3 – Complexity and Decision Making**

Technicians II make decisions based on thorough knowledge of the job's related policies, practices and guidelines. While a supervisor or manager usually makes the ultimate decision regarding work direction, technicians usually develop options and recommend a course of action based on their experience and expertise.

**Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are peers, chambers staff, court unit staff, and Administrative Office staff for the purpose of coordinating end user technical support and troubleshooting and resolving computer related problems.

**Factor 4B – Interactions with External Contacts**

The primary external contacts are end users for the purpose of troubleshooting problems, as well as vendors for the purpose of ordering equipment and coordinating warranties.

**Factor 5 – Work Environment and Physical Demands**

Work is performed in an office setting. Employees may be required to lift and move moderately heavy items, such as computer equipment.