



SUPERIOR COURT OF CALIFORNIA, COUNTY OF NAPA
invites applications for the position of:
Court Systems Technician – Limited Term
(Not to exceed June 30, 2017)
An Equal Opportunity Employer

SALARY:

Court Systems Technician (Limited Term): \$28.15 - \$33.64

- This is a Limited Term position with a duration not to exceed June 30, 2017.

OPENING DATE: 6/30/16

CLOSING DATE: 7/14/16 at 5:00pm

THE POSITION: The Superior Court of California, County of Napa is recruiting for the full time limited term position of Court Systems Technician. A full time position is 40 hours per week. Currently, full time employees are working 37.5 hours with 2.5 hours of unpaid furlough every Friday.

The Court Systems Technician is a journey level classification that has no responsibility for training and assigning work to others. This class series is distinguished from the Technology Analyst series in that the latter is a professional level class series that designs, recommends and implements large and/or highly complex automated information technology systems in an independent manner. General supervision is provided by higher level supervisory or management staff. No supervision is exercised over others.

Incumbents work independently on projects and assignments using generalized policies and procedures. Priorities are often established by immediate user and division needs and may change frequently. Troubleshooting can consume a significant amount of work time. Good judgment and excellent customer service skills are needed to effectively address competing priorities.

Examples of Court Systems Technician Duties:

- Install, configure, update and repair new and existing personal computers, monitors, printers and related workstation peripherals.
- Staff the help desk function to resolve and/or dispatch service requests
- Provide training and assistance in the use of computers and software to end users
- Respond to and resolve user problems related to the use of computer hardware, software and network access
- Participate in daily network operations to include, administrative duties, system security and integrity checking, anti-virus distribution and administration, data backup and restore, administering user accounts, creating new user ID's, managing passwords, modifying access rights and other related duties
- Monitor network performance, configure and/or maintain network systems, including hardware and software to maintain satisfactory performance
- Update content using basic web administration, as assigned

- Perform technology related purchasing in adherence with required policies; including research, recommendations, obtaining quotes and bids, and related procurement duties
- Maintain inventory records and control logs of computer software and equipment
- Maintain problem records and compile problem histories to identify preventative maintenance needs
- Provide voice and data communications network support and basic phone/data troubleshooting
- Facilitate problem resolution including coordinating activities with other court staff, vendors and service providers
- Review, recommend and implement office productivity tools such as copiers, fax machines, presentation equipment and security access badges
- Use hand and power tools to mount keyboard trays, CPUs, and other computer related equipment, making minor modifications to workstation furniture as necessary
- Coordinate division activities with other divisions, departments and agencies as necessary
- Perform related duties as assigned

TYPICAL QUALIFICATIONS:

To qualify, an individual must possess a combination of experience and education that would likely demonstrate the required knowledge and abilities. A desirable combination is listed below.

Experience: Two (2) years of experience in information technology operations and maintenance that included significant user support and training duties.

Education: Equivalent to graduation from the twelfth grade. Specialized training in computer science, information technology or a closely related field is highly desired.

Possession of a two year college degree with course work in information technology, computer science or closely related fields may substitute for the required experience on a year-for-year basis.

Other: Some positions require possession of a valid California driver’s license.

KNOWLEDGE AND ABILITIES:

Knowledge of:

- Basic principles, capabilities and limitations of software applications and computer systems
- General terminology used in information technology
- Principles, practices, methods and techniques used in work processing and basic computer operations
- Network fundamentals including TCP/IP and DHCP
- Methods and techniques used in providing training and instruction to others
- Computer equipment, data processing programs and office machines
- Problem solving methods and techniques
- Training materials and software applications

Ability to:

- Lift and carry up to 40 pounds as needed
- Willingness to work unusual shifts including weekends and holidays.
- Analyze system problems evaluating alternatives and reaching sound conclusion in an independent manner
- Establish and maintain cooperative working relationships with others
- Learn the nature and interrelated uses of various information technology and office machines and effectively apply this knowledge to address the needs of Court users
- Train others in the use of computers and training services
- Anticipate and meet customer needs and questions
- Research technical materials to provide solutions to problems
- Develop training materials, instructional manuals and procedures
- Prepare and maintain clear, concise and comprehensive records and reports
- Analyze situations accurately and take effective action
- Communicate effectively both verbally and in writing
- Use small hand and power tools to install computer related equipment, furniture and fixtures
- Read and interpret technical manuals and procedures
- Maintain accurate records, files and inventories

TO APPLY:

To be considered for this position, submit a complete application packet that includes the court **employment application and your responses to the supplemental questionnaire by Thursday, July 14, 2016, at 5:00 p.m. to Human Resources.**

- The application may be completed electronically; but it cannot be submitted electronically. You must print and sign the application.
- *To be considered for this position, the court must receive the employment application and responses to the supplemental questionnaire that are used to evaluate your qualifications.*
- *Applications are **not** accepted via email or fax. Resumes will **not** be accepted in lieu of the applicable sections of the employment application being completed, but resumes are accepted in addition to a complete employment application.*
- **Failure to submit a complete employment application and/or responses on the supplemental questionnaire will result in disqualification.**
- Application packets may be submitted in person to the Human Resources Department at the following address:

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| <u>Delivered to the following address:</u> Court Executive Office Napa Superior Court Historic Courthouse, Third Floor Enter at 810 Coombs Street Napa, CA 94559 | <u>Mailed to the following address:</u> Human Resources Napa Superior Court 825 Brown Street Napa, CA 94559 |
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- The employment application is available online at www.napa.courts.ca.gov in the Employment section. For additional information or to request an application, contact the Human Resources Department at (707) 299-1242.
- Applicants requiring accommodation during the application and/or selection process pursuant to the American with Disabilities Act (ADA) should contact Human Resources with Superior Court of California, County of Napa at (707) 299-1242.

SELECTION PROCESS AND EMPLOYEE BENEFITS:

Selection and Examination Process

All application materials will be reviewed after the final filing date to determine if the applicant meets the minimum qualifications for the Court System Technician position. Candidates that possess the minimum qualifications will be considered for participating in the next steps of the selection process that may include a first interview, examination and second interview. The Court reserves the right to modify the selection/examination process.

For more information about the general employment process, review information in the Employment Section at www.napa.courts.ca.gov.

Employee Benefits – General Summary

- CalPERS Retirement
- Vacation: 12 days initially
- Sick Leave: 12 days
- Personal Leave: 19 hours per fiscal year (initially pro-rated based on hire date)
- Holidays: 12 days
- CalPERS medical insurance (PPO and HMO options)
- Vision Service Plan insurance (Low and High Plan options)
- Delta Dental insurance (Premium fully paid by the Court)
- Life Insurance (\$40,000 paid by the Court with additional coverage that may be purchased by the employee)
- Deferred Compensation Plan
- Wellness Program
- Employee Assistance Program
- Flexible Spending Accounts

**Superior Court of California, County of Napa
Supplemental Questionnaire for
Court Systems Technician**

All applicants are required to complete and return responses to the supplemental questionnaire with the employment application for this position. Your answers should be complete and specific as possible. A resume may be submitted, but will not be accepted in lieu of a complete employment application and supplemental questionnaire. The employment application and supplemental questionnaire are reviewed to determine if minimum qualifications have been met for the position and relevance of education, training, experience, knowledge and abilities that relate to this position. Additional oral and/or written examination may also be required for this position.

1. Describe your hardware, operating system and software experience in desktop systems and peripherals.

2. Describe your experience providing help desk assistance to customers for desktop computers and related technology. Include your job title and the size of the organization supported.

3. Describe your experience and familiarity with network administration, including adding users/devices, managing back-ups, modifying user profiles, re-setting passwords and performing basic user access permissions consistent with policies and procedures.

4. Describe your experience training and guiding end users in using business computer equipment, office applications and information systems with a description of your communication style when performing these duties. Include your job title, employer, dates of employment, and the size of the organization supported.