

# SUPERIOR COURT OF MOHAVE COUNTY

## JOB DESCRIPTION

**TITLE:** Automation Systems Specialist  
**OCCUPATIONAL CATEGORY:** Technicians  
**DIVISION:** Superior Court  
**EFFECTIVE DATE:** 05/05/16



**CLASS CODE:** J309  
**FLSA:** Non-Exempt  
**SALARY RANGE:** 17  
**STATUS:** Classified

### JOB SUMMARY

Under general supervision, undertakes and provides specialized technical support work in designing, developing, maintaining and assists in coordinating the automation information systems activities for the courts in Mohave County.

### REPORTS TO:

Court Information Technology Director.

### SUPERVISION EXERCISED

None.

### ESSENTIAL JOB FUNCTIONS

*The following examples of duties provide a representative summary of the major duties and responsibilities but are **NOT** intended as a comprehensive list of job functions/duties performed by individuals assigned to this classification. Incumbents may not be required to perform all duties listed and/or may be required to perform additional, position-specific, duties.*

- Serves as liaison to the Administrative Office of the Courts in providing technical first-line support for users within LAN/WAN based network systems by identifying and resolving hardware, software and network problems; provides first line support for all technical user related questions or network, internet/intranet, application, video, audio, evidence presentation equipment database, PC or server issues.
- Provides server administration on a multi-server environment; installs, configures, upgrades and troubleshoots problems related to server hardware and software; plans and implements network security and data administration.
- Performs password and other various levels of security support on various systems; manages, implements, troubleshoots, maintains and upgrades enterprise relational databases; develops and maintains courts internal and external web sites.
- May create, maintain, analyze and process data extraction for reporting purposes; analyzes existing methods of computer operation and system utilization; identifies problems and needs; and analyzes existing/emerging technologies in recommending solutions to system needs.
- May write specifications and make recommendations for hardware and software acquisitions and initiates acquisition procedures.
- Installs, configures, tests, and monitors local and wide-area networks, associated peripheral devices and data communication systems; coordinates hard wire installation of local area networks, cable runs, termination and deployment of patch panels, switches and routers; creates and tests patch cables, test and tone-out cable runs; may perform system administration on local and wide-area networks, develops network procedures and work methods, and assists users with procedures; analyzes and resolves problems involving the operation system, hardware, software and peripheral equipment.
- Support e-court applications and web based content of internet and intranet including integration of existing applications and strategic initiatives.
- May design and install and support audio / video equipment to assist in training and courtroom evidence presentation.
- As required, works with the Administrative Office of the Courts, outside agencies, and vendors to obtain and install computer equipment and software, create or modify applications, and resolve system problems; develops computer/web based applications and solutions utilizing existing systems or designs, codes, tests and documents new applications for workable solutions for internal court departments or external public users; analyzes and resolves problems involving audio/video, evidence presentation equipment; assists in developing, coordinating, and providing user training to users in the use of existing, revised or new computers, peripheral equipment and a variety of software systems.

- As requested participates in department committees and provides technical assistance/consultation as systems information resource.
- May maintain inventory of department and hardware and software; may set up security access privileges and monitor usage of department's microcomputer network; may assist in the development of budget and computer-related grant application; prepares and maintains documentation of system and operations; assists in writing system procedures; maintains proficiency in the use of various software packages and hardware capabilities; researches, composes and prepares correspondence, forms and reports; and as required performs specific functional duties related to the division as assigned which may include: compiling and distributing mass mailings, forms and procedures, etc. and the gathering and tracking of data for various departmental purposes.

## **SECONDARY JOB FUNCTIONS**

- Performs related work as required.
- Performs special assignments as requested.

## **KNOWLEDGE, SKILLS AND ABILITIES**

### **Knowledge of:**

- Knowledge of principles, practices and techniques of computer operation; computer security procedures; applications programming; application development; database administration; installation, configuration, operation and troubleshooting of MS servers, Audio/Video components and functionality, microcomputers and peripheral equipment; and word processing and spreadsheet packages, data base and report writing programs.
- Knowledge of applicable city, county, Arizona Supreme Court, state and Federal statutes, rules, ordinances, codes, administrative orders, and other relevant directives.
- Knowledge of local and wide area network (LAN/WAN) principles, routing and communication protocols.
- Knowledge of the techniques involved in the adaptation of office procedures and processes to automation equipment and methods.
- Knowledge of department terminology, processes, systems and work flow.
- Knowledge of server management, database administration, application development, and performing actual hardwiring of local area networks.
- Knowledge of Mohave County and specific court-related policies and procedures, court processes, procedures and legal terminology.
- Knowledge of the trends and practices in the field of automation and information technology.

### **Skill in:**

- Skill in providing user support in handling day-to-day user support activities.
- Skill in analyzing hardware and software related malfunctions, determine and apply effective solutions.
- Skill in installing, configuring and testing system and application level software and upgrades.
- Skill in interpreting technical information and instructions encountered in the performance of responsibilities.
- Skill in exercising initiative and judgment and to think logically to analyze, interpret, and accurately resolve malfunctions and apply solutions to automated systems.
- Skill in establishing and maintaining effective working relations with co-workers, other County employees, representatives of other governmental agencies, the bar association, news media, general public and others having business with the courts of Mohave County.
- Skill in communicating effectively verbally and in writing.
- Skill in preparing and maintaining accurate documentation and reports.

### **Ability to:**

- Effectively prioritize and execute tasks in high-pressure environment.
- Conduct research into system issues and product as required.
- Effectively communicate ideas to technical and non-technical audiences.
- Perform the essential functions of the job specifications with or without a reasonable accommodation.
- Comply with Superior Court of Mohave County Merit Rules, Administrative Procedures and Department Regulations.
- Fulfill all physical requirements of the class.

## **WORK CONTACTS**

Regular contact with associate personnel, other county departments, other agencies and the general public.

## **WORKING CONDITIONS/ PHYSICAL REQUIREMENTS**

- May be exposed to potential physical harm, hazardous chemicals and/or infectious diseases.
- Work is subject to varying post and/or job-site assignments and may be subject to irregular work hours/ schedules to include completion of work on holidays and weekends.
- Work may also require traveling.
- May be required to lift and/or carry heavy, bulky items, equipment, supplies and/or other materials weighing up to 50 pounds. Able to bend, stoop, kneel, crawl under desks and walk on uneven ground regularly.

## **REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING**

An Associate's Degree in computer information systems or a related field **AND** four (4) years of progressively responsible information technology experience in help desk user support, network support, HTML, .NET, user training, crystal reporting and web page development **OR** any equivalent combination of experience and/or education from which comparable knowledge, skills and abilities have been achieved.

## **SPECIAL JOB REQUIREMENT**

- Must complete annual training as required by the Committee on Judicial Education and Training (COJET).
- Must possess a valid State of Arizona Driver's License at the start of employment and maintain said license while employed in this position.
- Provide acceptable driving history at no cost to the County.
- Employees are subject to immediate callout when an emergency, disaster or breach of homeland security occurs. Employees shall be available, unless excused, to ensure the court is adequately staffed during and immediately following natural and/or manmade disasters, infectious disease outbreaks, and acts of terrorism. This may require assisting other employees in the work unit in accomplishing assignments as necessary and the working of unusual, long hours over an extended period of time with infrequent breaks or rest periods. An employee who is working with an accommodation must meet with their supervisor and division head to discuss their requirement for response.

## **DISCLAIMER**

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is illustrative and representative. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment within the scope of the job specification for the position. The job description does not constitute an employment agreement and is subject to change at any time by the Superior Court. Physical characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.