

COURT COMPUTER FACILITIES COORDINATOR

DEFINITION

Under general direction, to coordinate technical computer support functions either the Civil and Juvenile facilities, the Criminal facility, or the operations center for the Information Technology Group of the Superior Court of California, County of San Francisco; to develop work methods and procedures; to recommend procedural changes; to perform "batch-processing" on the Court computer system; to work with clients regarding the scheduling and delivery of computer jobs; to coordinate Help Desk functions and provide back-up; to be responsible for Court-wide computer budgetary review, inventory control, acquisition, and disposal of hardware and software products for use throughout the Court; to provide assistance, training, and technical support for Court computer users; to oversee configuration, installation, maintenance, and troubleshooting of computer hardware and software; to provide support for planning, installing, and maintaining computer networks; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is the specialized site coordinator level in the computer operations and technical support work area. Incumbents provide work guidance and coordination for assigned technical support staff.

REPORTS TO

Court Computer Systems Manager.

CLASSIFICATIONS SUPERVISED

This is not a supervisory classification. However, incumbents may provide direction, guidance, and work coordination, in a lead capacity, for Court Computer Systems Engineers I and/or II. Such lead responsibilities may include training and quality control of work product, but not the formal evaluation of employee performance.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES *(The following is used as a partial description and is not restrictive as to duties required.)*

Plans, organizes, and coordinates technical computer support and network functions for assigned sites; schedules workload and user assistance; provides staff training; directs and performs a variety of technical support functions in the installation, maintenance, and troubleshooting of computer and telecommunication hardware and software; ensures proper installation, configuration, and upgrading of computer networks, computer and telecommunication hardware

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and software; acquires computer hardware and software for the entire Court; determines disposal procedures for obsolete equipment and software and handles the process; analyzes computer needs to prepare and oversee the computer related budgetary needs for the Court; provides training for the Super Users; receives referrals from the Computer Help Desk and works with users to troubleshoot and resolve problems; oversees the proper set-up, management, and maintenance of user accounts; performs a variety of hardware and software testing; performs general searches and maintains an awareness of bugs, patches, and fixes for software used by the Superior Court of California, County of San Francisco; develops recommendations on computer use for ITG management; oversees proper utilization of an on-line problem reporting and management system; ensures regular follow-ups of user inquiries; assists with preparation of computer documentation; provides technical support for the installation and use of computer networks; administers CC Mail and E-Mail Systems; serves as a local area Network Administrator; performs "batch-processing" on a centralized computer system; monitors system operations for abnormalities and makes appropriate corrections; works with clients regarding production schedules, revising production schedules, as necessary; performs back-up of central computer files; performs special production requests for clients; produces requisite reports in a timely fashion; coordinates Help Desk functions and provides Help Desk back-up, as necessary; maintains inventory and distributes computer supplies; represents the Information Technology Group in contacts with a variety of users, other agencies, and clients.

TYPICAL PHYSICAL REQUIREMENTS

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; ability to crawl through various areas requiring movement on hands and knees; ability to climb, stoop, crouch, and kneel; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

TYPICAL WORKING CONDITIONS

Work is performed in an office and computer center environment; continuous contact with other staff and the public.

DESIRABLE QUALIFICATIONS

Knowledge of:

- Computer equipment and software used by the Superior Court of California, County of San Francisco.
- Job processing, monitoring, and error correction on a centralized computer system.
- Basic principles of computer networks.
- Information gathering and logging methods and techniques.
- Public relations.

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- Computer software configuration and testing.
- Effective training techniques.
- Office methods and procedures.

Ability to:

- Plan, and coordinate the technical support functions provided by assigned technical computer support staff.
- Direct and perform a variety of technical work in the installation, configuration, maintenance, and repair of computer hardware and software.
- Ensure proper response to Court computer user inquires and provision of a variety of technical assistance with identifying, troubleshooting, and resolving hardware and software problems.
- Ensure timely problem follow-ups with Court computer users.
- Perform a variety of job processing on a centralized computer system, including the identification of problems and correction of production errors and job interruptions.
- Work with clients in meeting needs for report requirements and job scheduling.
- Coordinate Computer Help Desk functions.
- Test software and log problems.
- Skillfully use a variety of Court computer software and special software applications.
- Work closely with Court judicial officers, management, and staff in providing training and assistance with the use of computer equipment and software.
- Gather and organize information, developing logs and records.
- Generate a variety of computerized reports.
- Skillfully present ideas and information in oral communications.
- Effectively represent the Superior Court of California, County of San Francisco and the Information Technology Group in contacts with computer users and others.
- Establish and maintain cooperative working relationships.

Training and Experience:

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

Three years of responsible technical work experience in the installation, maintenance, troubleshooting, and repair of computer hardware and software, including experience with job processing on a mainframe computer system or mini-computer. The experience should include substantial background in maintaining on-going communications and contact with computer users to define and resolve problems.

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Special Requirements:

An incumbent may be required to pass a criminal history background check. Information discovered through such a background check may become grounds for dismissal from employment.

The contents of this class specification shall not be construed to constitute any expressed or implied warranty or guarantee, nor shall it constitute a contract of employment. The contents of this specification may be modified or revoked without notice. Terms and conditions of employment are "at will" employment at the pleasure of the Judges of the Superior Court of California, County of San Francisco.