

COURT COMPUTER SYSTEMS ENGINEER I

DEFINITION

Under supervision, to learn the Information Technology Group's policies and procedures and the computer and telecommunications equipment and software used by the Superior Court of California, County of San Francisco; to provide basic assistance, training, and technical support for Court Computer users by installing, maintaining, and troubleshooting computer hardware and software; to configure software and operating systems; and to do related work as required.

DISTINGUISHING CHARACTERISTICS

This is a specialized classification for the positions which have general responsibility for providing technical support in the installing, configuring, maintaining, and repairing of computer and telecommunications hardware and software. This is the entry and first working level in the Court Computer Systems Engineer class series. Persons who demonstrate good knowledge and skills at this level will normally make a career ladder progression to Court Computer Systems Engineer II. It is distinguished from Court Computer Systems Engineer II by performing a more narrow scope of duties and requiring less extensive knowledge of the specific computer hardware and software used by the Superior Court of California, County of San Francisco.

REPORTS TO

Court Computer Systems Manager, and may take direction from lead workers who are Court Facilities Operations Coordinators.

CLASSIFICATIONS SUPERVISED

This is not a supervisory classification.

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

Many of the assignments may be performed in a training and learning capacity:

Performs basic technical support functions in the installation, maintenance, and troubleshooting of computer hardware and software; installs, configures, and upgrades computer hardware and software; receives referrals from the Computer Help Desk and works with users to troubleshoot and resolve problems; may provide some basic training for computer users; sets-up, manages, and maintains user accounts; learns and performs a variety of hardware and software testing; performs general searches and maintains an awareness of bugs, patches, and fixes for software

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used by the Superior Court of California, County of San Francisco; enters problem reports into an on-line problem reporting and management system; makes regular follow-ups from inquiry logs to ensure that problems have been resolved; obtains a variety of information necessary to resolve hardware and software problems; generates computerized reports; learns the installation, maintenance, and repair of computer networks; 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:

- Basic general knowledge of computer equipment and software.
- Information gathering and logging methods and techniques.
- Public relations.
- Computer software configuration and testing.
- Office methods and procedures.

Ability to:

- Learn and perform a variety of basic technical work in the installation, configuration, maintenance, and repair of computer hardware and software.
- Receive Court computer user inquiries and provide a variety of basic technical assistance with identifying, troubleshooting, and resolving hardware and software problems.
- Conduct problem follow-ups with Court computer users.
- Learn to test software and log problems.
- Develop skills in the use of a variety of Court computer software and special software applications.

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- 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:

Some previous responsible technical work experience in the installation, maintenance, troubleshooting, and repair of computer hardware and software is highly desirable. Previous work experience should include substantial background in maintaining on-going communications and contact with computer users to define and resolve problems.

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.