



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF MERCED**

**JOB ANNOUNCEMENT
#17-15**

COURT SYSTEMS ADMINISTRATOR

OPEN RECRUITMENT

Filing Deadline:	Open until filled	Biweekly Range:	\$2,103.20 to \$2,559.20
		Annual Range:	\$54,683.20 to \$66,539.20

DEFINITION:

Under general supervision of the Information Technology Director or designee, the Court Systems Administrator performs a variety of professional duties in the development, programming, testing, implementation, documentation and maintenance of systems, and programs across multiple platforms and technologies. This position troubleshoots, analyzes and resolves systems and network hardware and software problems and provides technical support and training to end users.

DISTINGUISHING CHARACTERISTICS:

The Systems Administrator is a journey/advanced level position primarily responsible for the Court's computer systems which includes administering server updating Operating Systems, managing Storage Area Network (SAN) and Antivirus software, supporting audio/visual, related Court systems applications.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related or a logical assignment for this classification. Other duties may be required and assigned.

1. Manages virtual and physical server infrastructure including: stability, maintenance, performance, security, organization, disaster recovery and backup systems
2. Performs systems installations and configurations, analysis, upgrades, deployment, problem resolution, performance monitoring and maintenance of server hardware, storage, operating systems and software applications
3. Develops and documents internal IT policies and procedures related to change control, network access, usage and security; developing plans, processes and procedures for maintenance of internal systems
4. Implements and installs new and upgraded hardware, operating systems, audio/visual systems, security, software, etc.; develops rollback plans and lab test new solutions and/or changes prior to deployment
5. Analyzes problems and identifies solutions to improve infrastructure and server performance and stability; provides documentation and training on infrastructure services
6. Documents, organizes and tracks changes to servers, processes, procedures, parts, equipment, etc.; reviews and analyzes centralized logging data
7. Generates reports and a list of recommendations to be reviewed for prioritization; handles complex technical network issues with minimal need for supervision

8. Provides procurement support and problem resolution for all IT infrastructure, network, storage area network hardware, telecommunications, audio/visual, control and security system services; coordinates with vendors and third-party contractors to resolve product support issues as directed
9. Leads technical projects with various levels of complexity; trains end-users regarding computer hardware and software applications
10. Works with different project managers on multiple projects; establishes and maintains working relationships with department staff
11. Demonstrates cooperative behavior with co-workers and management; maintains professional appearance and demeanor
12. Attends training as offered and/or directed; travels to off-site courts, as directed
13. Follows Court Personnel Policies, Safety Procedures and Court Code of Ethics; follows verbal and written directions; other duties as assigned

WORK HOURS

As directed, per Division needs, including overtime.

Supervisory Duties:

None

MINIMUM QUALIFICATIONS

Necessary Employment Standards

Knowledge of:

- English language arts including usage, vocabulary, spelling and punctuation
- Network topologies, protocols, security, computer systems management, and interconnectivity requirements for internal/external information transmission
- Principles, practices, and techniques of technical problem resolution of computer systems; methods of ensuring efficient systems operation and maintenance
- Business and systems applications used in the Court environment
- Principles and procedures for disaster recovery
- Principles and techniques of preparing a variety of effective written materials
- Windows Server administration and optimization
- Active Directory and security management, including Group Policy Objects
- Office 365, SQL Server, IIS, DHCP, DFS, DNS administration
- Management and automation using PowerShell/VBS
- Storage technologies including SANs, removable drives and fiber channel technologies
- Audio/Visual support and maintenance

Skill/Ability to:

- Provide support in the implementation and maintenance of Court Case Management Systems and programs
- Create various reports, charts and other materials from multiple layers of data
- Detect, isolate and resolve system and network problems using logical and methodical processes
- Read, interpret and apply technical publications, manuals and other documents
- Install, troubleshoot, upgrade, test and support systems programs
- Monitor, maintain and administer a variety of operating systems
- Provide technical support to systems and network design and development projects
- Analyze data, interpret directions, procedures and regulations, and develop appropriate responses
- Quickly learn new technologies and systems as required
- Work well under pressure, meeting multiple and sometimes conflicting deadlines. Must be available to work weekends and other times as directed
- Be organized and manage time appropriately

- Respond appropriately and in a timely manner to various situations
- Maintain confidential information in accordance with legal standards and/or other regulations
- Establish and maintain effective working relationships with the public, co-workers, supervisors, judicial officers, independent contractors, management and vendors
- Work effectively with and assist individuals of various ages and diverse cultural backgrounds. Demonstrate tactful and courteous behavior towards all individuals
- Communicate well – both verbally and in written form -- in person, over the telephone and in writing with public, vendors, judicial partners, co-workers, supervisors, managers, and judicial officers
- Successfully complete fingerprinting and Criminal Record Background Check
- Be dependable, punctual and have good attendance

Desired Knowledge, Skills and Abilities:

Experience with:

- Microsoft SharePoint administration
- Office 365-administration
- Install, configure and administer Microsoft SCCM and Windows updates
- PC image deployment automation
- At least one virtualization technology, preferably VMWare
- Managing databases including MySQL, MS-SQL, MS SQL Express
- Electronic Digital Recordings, preferably FTR

Knowledge of:

- Protocol suites and network services including LDAP directories, e-mail systems, RADIUS, monitoring and metrics tools, etc.
- Knowledge of UNIX based systems

Ability to:

- Write scripts in Python, PowerShell or comparable language

EDUCATION AND EXPERIENCE REQUIRED

Education:

- Bachelor's Degree from an accredited four-year college or university in computer science, information technology or related field

Experience:

- Minimum one (1) year of experience in technical support, implementation of hardware, operating system software, telecommunication systems, audio/visual, and standard office automation software

License, Certification and/or Special Requirements:

- A valid class C California driver's license may be required. The requirement will be reviewed on a position basis in accordance with ADA regulations.

ESSENTIAL PHYSICAL AND MENTAL DEMANDS

Performance Aptitudes

Data Utilization: Requires the ability to review, classify, categorize, prioritize, and/or analyze data; includes exercising discretion in determining data classification, and in referencing such analysis to established standards for the purpose of recognizing actual or probable interactive effects and relationships.

Human Interaction: Requires the ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program, or designated area of responsibility.

Equipment, Machinery, Tools, and Materials Utilization: Requires the ability to operate, maneuver, and/or control the actions of equipment, machinery, tools, and/or materials used in performing essential functions.

Verbal Aptitude: Requires the ability to utilize a wide variety of reference, descriptive, and/or advisory data, and information.

Mathematical Aptitude: Requires the ability to perform addition, subtraction, multiplication, and division; the ability to calculate decimals and percentages; the ability to utilize principles of fractions; and the ability to interpret graphs.

Functional Reasoning: Requires the ability to apply principles of influence systems, such as motivation, incentive, and leadership, and to exercise independent judgment to apply facts and principles for developing approaches and techniques to resolve problems.

Situational Reasoning: Requires the ability to exercise judgment, decisiveness, and creativity in situations involving the evaluation of information against sensory, judgmental, or subjective criteria, as opposed to that which is clearly measurable or verifiable.

Physical Ability:

- Strength, dexterity, coordination, and vision to use a keyboard, computer monitor, and other office equipment on a daily basis and for extended periods of time
- Fine finger manipulations, dexterity, and coordination to handle files and single pieces of paper
- Forceful and repetitive gripping, grasping, and pinching
- Occasional lifting and carrying of objects weighing up to 70 lbs.
- Frequent reaching for items on shelves, above, at, and below desk/shoulder level
- Exert up to 20 lbs. of force occasionally, and/or up to 10 lbs. of force frequently, and/or negligible amount of force constantly to move, torque, twist, push, and pull objects
- Frequently sit for extended periods; frequently stand for extended periods; and frequently walk, move, bend, stoop, lift, and stretch
- Able to move to different locations such as, but not limited to: courtrooms, clerk's office, various departments, other court facilities, and desk assignments based on the operational needs of the Court
- Able to traverse inside and outside over uneven ground and pavement
- Perform repetitive writing, typing, copying
- Employees are regularly required to verbally communicate both in person and by telephone
- Corrected hearing and vision to normal range

Sensory Requirements: Some tasks require the ability to perceive and discriminate colors or shades of colors, sounds, and visual cues or signals. Some tasks require the ability to communicate orally.

Environmental Factors: Essential functions are regularly performed without exposure to adverse environmental conditions; office and courtroom environment in buildings with varying degrees of heat and cold air; interaction with court divisions requires travel indoors and outside over uneven ground and pavement and in all types of weather; high noise level, at times; some travel required using personal vehicle with mileage reimbursement per Court policy.

The Superior Court of California, Merced County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Superior Court of California, Merced County will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

APPLICATION AND SELECTION PROCESS

Applications may be obtained from and submitted to:

Merced Superior Court
Human Resources
627 W. 21st St., Room 20
Merced, CA 95340
(209) 725-4103

Or visit our website at www.mercedcourt.org

All applications for employment must be made on an official application form and must be filed with Human Resources on or prior to the closing date and time for receipt of applications. Postmarked and faxed applications will not be accepted. A resume may be included with the application as supplemental information, but will not be accepted in lieu of an official application. All information on the application must be completed – “see resume or see attached” is not acceptable. Applications must be legible, signed and complete (including copies of licenses, certificates, transcripts, Supplemental Questionnaire, etc. if required). All information is subject to investigation and verification.

The selection process is subject to change. Applications will be accepted on a continuous basis until a sufficient number are received at which time the recruitment will be closed or the filing deadline has occurred. In order to insure proper evaluation

of employment qualifications, it is suggested that applicants read the directions carefully and fill out the application COMPLETELY. Those applicants meeting the minimum qualifications and possessing the most relevant experience as shown on the application may be invited for an interview. The screening of applications will be done by Human Resources who will determine the most qualified to be referred for interviews.

If you require accommodations in the application or interview process, contact Human Resources at the number listed above before the deadline posted on the job announcement.

Merced Superior Court is an Equal Opportunity Employer.

Date Posted: 08/10/17



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GENERAL INFORMATION

Conditions of Employment

Successful completion of fingerprinting and a criminal record background check is required prior to appointment and is a condition of employment.

All employees of the court who operate a vehicle on court business must certify they possess a valid California Driver's License and required levels of automobile insurance. A Department of Motor Vehicles search will be done and employee must have an acceptable driving record in order to operate a vehicle on court business.

Convictions

Felony and misdemeanor convictions MAY BE disqualifying for employment with the court.

Drug Free Workplace Policy

The use of illicit drugs and alcohol is not permitted in the workplace. Employees who violate this policy are subject to disciplinary procedures which include termination.

Employment Eligibility

In accordance with the Immigration Reform and Control Act of 1986, all persons hired after November 6, 1986, are required to present to the Court, at the time of appointment, original documents which show satisfactory proof of: 1) identity and 2) U.S. Citizenship or a legal right to work permanently in the United States.

Introductory Period

Individuals accepting regular appointments must successfully complete an introductory period.

Union Representative

Merced County Trial Court Employees (MCTCE), Local 1, is the negotiating agent for some Merced Court job classifications. As of 2/6/06, MCTCE Local 1 is an Agency Shop. Management, Supervisory and Confidential positions are not represented.

Benefits Include (for Regular Status employees only, prorated for variable shift part time employees):

Vacation:

10 days paid vacation each year for the first 5 years of employment
15 days accrual during the second 5 years
20 days accrual after 10 years
25 days accrual after 20 years

Sick Leave:

Unlimited sick leave accumulation

Holidays:

14 paid holidays

(Accrual is based on work hours. 5 years = 10,400 regular scheduled work hours; 10 years = 20,800 regular scheduled work hours; 20 years = 41,600; 25 years = 52,000 regular scheduled work hours.)

Employee Assistance Program:

6 free visits per incident per year. Available to qualifying dependents.

Health Insurance:

Major group medical, dental and vision currently paid for by the Court for the employee and medical, dental and vision care for eligible dependents with 50% of the premium paid by the Court.

Life Insurance:

Represented employees - \$10,000 with premium paid by Court.

Management employees - \$5,000 with premium paid by Court PLUS additional life insurance provided by Court (\$30,000 to \$80,000 depending on position).

Retirement:

Court employees are covered by the Merced County Employees' Retirement Association (MCERA), a Defined Benefit Retirement System governed by the County Employees' Retirement Act of 1937.

Recruitment Reviews

Applicants who are not court employees and contend that the Court has misapplied, misinterpreted, or violated the recruitment policies may file a written notice with Human Resources for reconsideration of his or her qualifications within ten (10) days of the date the non-qualification notice was mailed, and a reply will be mailed to the applicant. Human Resources' decision shall be final.

If an employee contends that the Court has misapplied, misinterpreted, or violated the recruitment policies, notification must be filed with the Court Executive Officer, whose decision will be final. Any such request must be filed within ten (10) days of the date on which notification of non-qualification was received by the employee. If notice is provided by mail, the notice shall be deemed to have been received five days after the date of mailing. In accordance with the Memorandum of Understanding, recruitment and selection issues are excluded from the grievance procedure.

The above information is a general summary of benefits for this position. This information is not legally binding, nor does it serve as a contract.