



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF MERCED**

**JOB ANNOUNCEMENT
#18-4**

COURT TECHNOLOGY ANALYST II - CONFIDENTIAL

OPEN RECRUITMENT

Filing Deadline:	Open until filled	Biweekly Range:	\$1,916.80 to \$2,332.00
		Annual Range:	\$49,836.80 to \$60,632.00

DEFINITION:

Under direction, analyzes court information technology needs and develops solutions; install and configure desktops, laptops and mobile devices; may assist in systems analysis and development; and performs related duties as required. The incumbent working installs, modifies, and maintains Court IT equipment inventory and assist VoIP phone troubleshooting, maintenance and performs related tasks as required.

DISTINGUISHING CHARACTERISTICS:

The Technology Analyst II is distinguished within the division by its ability to work independently to solve problems and execute various technologies. Incumbents in this class must possess an extensive base of knowledge in computer hardware and software, office automation systems and procedures; telecom/voice, server, storage and network systems; initiative and imagination; analytical skills; good oral and written communication skills; good judgment; ability to work as part of a team; and the ability to establish and maintain effective working relationships.

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. Provides support for hardware and general software programs used by the Court; maintains and troubleshoots desktop computers, laptops, mobile devices, printers, Audio/Visual Systems, network connectivity and related peripherals.
2. Works with work order system and ticket tracking/escalation and assigns to appropriate staff; receives, logs and monitors calls from users regarding hardware, software, and/or network problems; and assists customers in resolving problems
3. Work with Systems Admin to capture and deploy desktop image using imaging software, example: SCCM
4. Maintains check in/out closet equipment's and key lists; organizes and maintains workrooms and closets
5. Performs quarterly software, operating systems and antivirus updates
6. Maintains and updates IT equipment, tools & e-waste inventory lists; maintains cable management
7. Structures, maintains and supports media carts, laptops, A/V recordings and A/V Conferencing equipment
8. May manage server applications and complete the installation process for new programs; installs and tests hardware/software on workstations and servers
9. Supports & assists VoIP phone system configuration & installation
10. Determines the nature of problems by testing connections, hardware, and software; and by consulting with the Information Technology Division and other technical staff, including outside vendors
11. Coordinates site preparation and ensures that power, cabling, and communication requirements have been met prior to equipment installation and to meet "room/site ready" state; schedules, sets-up and returns equipment needed for presentations
12. Performs related administrative tasks; prepares budget information for potential upgrades and new program purchases; creates prints and delivers reports; maintains program inventory information
13. Compiles statistics on network, hardware, and software performance, including general monitoring and reactive investigation as needed; tests new technology and keeps current on latest technology trends and disciplines

14. Organizes, modifies, implements, and maintains systems software required to support network and the associated infrastructure
15. Provides troubleshooting, training and diagnostic analysis and solutions for confidential positions including, the judicial officers, executive office, management team and human resources
16. May provide training and support to staff
17. Performs other duties as assigned

WORK HOURS

As directed, per Division needs, including overtime. Assignments may require weekend & evening work.

Supervisory Duties:

None

MINIMUM QUALIFICATIONS

Necessary Employment Standards

Knowledge of:

- MS Windows installation, configuration and deployment of Desktops, Laptops and mobile device
- LAN/WAN networking technologies including, but not limited to VLAN, routing, switching, VPN, multi-zoned firewalls with Internal/DMZ/Extranet/Internet
- Multiple routing protocols, including MPLS, BGP and EIGRP
- VMware virtual server environments
- Servers (virtual and blade) products and environments
- Principles and practices of system security
- Backups, restores and disaster recovery strategies
- Server/Client model architecture and datacenter environments
- Principles and techniques of computer systems analysis
- Principles of complex personal computer operating systems and network operating systems

Skill/Ability to:

- Install, maintain, upgrade and repair personal computers, servers, peripherals and network hardware including Voice over IP (VoIP) and wireless topologies
- Install, use and maintain software including MS Windows Operating Systems and Court applications programs
- Work well independently and as a member of a team
- Understand and follow oral and written directions
- Communicate effectively both orally and in writing
- Prepare clear and concise written procedures; train others as assigned
- Work well with competing deadlines
- Adapt to changing conditions in a positive manner
- Demonstrate a willingness to learn new technologies
- Research and utilize educational resources in order to expand knowledge base
- Assist in planning for technological systems for the short, mid and long term
- Deal effectively with difficult customers and situations
- Remain calm and proactive in the face of system downtime or disaster
- Collect, compile, and analyze data and information
- Prepare and maintain project reports

EDUCATION AND EXPERIENCE REQUIRED

Education:

- Graduation from an accredited college or university with a Bachelor's Degree in Business, Computer Science, Engineering, Information Systems or a related field. Directly related experience in a progressive technology environment may be substituted for education on a year for year basis.

Experience:

- Two (2) years of full-time paid work experience equivalent to that gained as a Network or Telecommunications Specialist, Network Systems Engineer or Administrator, or other related classification.

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 Street
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: 05/08/18



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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.