

## **SENIOR COURT SYSTEMS ADMINISTRATOR**

### **DEFINITION**

Under general supervision, provides lead direction and work review to assigned staff and/or provides the most complex and specialized local support for the court's information and telecommunications systems to ensure the continuity of hardware and software operations within the court; performs related work as assigned.

### **CLASS CHARACTERISTICS**

This is the lead and/or specialist level classification in the Court Systems Administrator series. Incumbents may serve in a lead capacity to train, and direct the work of assigned information systems staff, and/or may serve as specialists who work independently and deal with the most complex information systems projects. In addition, assigned responsibilities may include the coordination, planning, and implementation of systems and software upgrades with Judicial Council information technology staff, and the evaluation of court-specific hardware, computer software, and other associated equipment. Incumbents are expected to work independently with limited supervision to ensure tasks and responsibilities are completed within the framework of established policies, procedures, and objectives. This class is distinguished from the Court Technology Manager in that the latter serves as IT department head and manages staff including their selection, training and development, evaluation, motivation, and discipline.

### **EXAMPLES OF DUTIES** (*illustrative only*)

- Performs complex, specialized information technology projects, working independently with limited supervision.
- May provide lead direction, training, and work review; organizes and delegates work, sets priorities, follows up to ensure coordination, and reviews completed work of assigned staff.
- May provide recommendations to management on personnel matters such as selection, evaluation, and discipline of staff, as required.
- Reviews, analyzes, and makes recommendations regarding changes to procedures.
- May be asked to act in the capacity of the Court Technology Manager in his or her absence.
- Also performs the following specialist-level work:

### **Operational Support:**

- Coordinates with internal staff as well as external vendors and consultants on major system upgrades, new solution implementations, and/or removal of obsolete on-site or cloud-based solutions.

- Installs, maintains, troubleshoots, and repairs the most complex computer equipment, including computers, servers, storage systems, backup systems and other network equipment.
- Resolves the court's escalated connectivity issues to the judicial branch's network.
- Evaluates systems operations and makes recommendations for improvement to leadership, including cyber security issues and upgrades.
- Monitors service contracts with vendors to ensure quality and compliance with policies and standards.
- Leads discussions and ensures all problems with the Judicial Council information technology staff are successfully resolved.
- Ensures the backup, restore, recovery, archive, and retrieval support of data and application systems on a variety of platforms.
- Creates, develops, revises, and maintains manuals documenting operational procedures, ensuring updates are accurate and timely.

#### User Support:

- Delegates, assigns, and responds to users' requests for technology equipment and systems support and resolves problems.
- Monitors and evaluates help desk performance against service response and quality standards; makes recommendations for improvement.
- Resolves the most complex user account issues.
- Develops training materials; delegates and leads individual or group training to users.
- Researches, identifies, evaluates, and recommends new software or hardware products for the court's use, as requested.

#### General Support:

- Ensures appropriate catalog and maintenance of technology equipment inventory, and associated supplies.
- Plans and directs the physical relocation of largescale computer systems and equipment for the court.
- May set up and administer telephone, voice mail, and security systems.
- Troubleshoots intermediate hardware and software problems by analyzing root causes and evaluating alternative solutions.
- May assign work, priorities, and deadlines to Court Systems Administrators.
- Oversees and provides orientation, training, and guidance to new staff.

### **WORKING CONDITIONS**

The California appellate courts are equal opportunity employers. The California appellate courts comply with obligations under the law to provide equal employment opportunities to qualified individuals with disabilities.

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force constantly to move objects. Positions in this class

typically require: sitting, walking, reaching, standing, grasping, fingering, repetitive motions, pushing, pulling, lifting, kneeling, crouching, crawling, stooping, seeing, hearing, and talking.

Incumbents may occasionally be required to work overtime and/or outside of normal business hours including nights, weekends, holidays, and on an emergency basis. Must be available to work onsite; remote work may be required on occasion.

## **QUALIFICATIONS**

### **Knowledge of:**

- Basic supervisory principles and practices.
- Systems performance analysis, including troubleshooting and diagnosis of technology equipment and systems.
- Principles of telecommunications, network environments, and other systems environments used in the court.
- Operating systems used in the court.
- PowerShell and scripting.
- Maintenance, troubleshooting, and repair of servers and computers.
- Tools for diagnostics and repair.
- Applicable business equipment and desktop applications.
- Principles and techniques of creating project resource estimates and budgets.
- Project management principles, techniques, methods, and coordination.
- Applicable work rules and policies.
- Workplace safety and injury prevention practices.
- Effective communication and presentation skills.

### **Ability to:**

- Plan, direct, organize, lead, and review, the work of others.
- Analyze systems' performance and maximize efficiency.
- Install, maintain, operate, troubleshoot, and repair computers, servers, and other technology equipment.
- Operate and monitor information technology networks.
- Configure, administer, and maintain scripts.
- Safely use diagnostic tools.
- Provide a variety of user support services.
- Prepare written reports and recommendations.
- Read and understand technical manuals.
- Develop and maintain relevant subject matter expertise.
- Work independently and use initiative within established guidelines.
- Organize, coordinate, and prioritize work activities and projects and meet critical deadlines.
- Maintain accurate records of work performed and update procedures manuals.
- Train staff in work policies, procedures, and the use of software products.
- Establish and maintain effective working relationships.

- Communicate effectively, orally and in writing.

**Licenses and Certificates:** None.

**Education and Experience:**

Bachelor's degree, preferably in information technology or equivalent certification and three (3) years of customer and technical support experience supporting and maintaining servers, hardware, operating systems, networks, or telecommunication systems.

Additional directly related experience and/or education may be substituted on a year-for-year basis.

**OR**

Two years as a Court Systems Administrator with the judicial branch.