

## **COURT SYSTEMS ADMINISTRATOR**

### **DEFINITION**

Under supervision, provides local support for the court's information systems 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 journey-level classification in the Court Systems Administrator series, and incumbents are fully competent to independently perform the full range of Court Systems Administrator duties. Incumbents are responsible for the ongoing operation and support of the court's information systems. Assigned responsibilities may include the coordination, planning, and implementation of systems and software upgrades in partnership with the Judicial Council's information technology staff, and the evaluation of court-specific hardware, computer software, and other associated equipment. Incumbents are expected to act independently within the framework of established policies, procedures, and objectives. This class is distinguished from the Senior Court Systems Administrator in that the latter provides lead direction and work review to assigned staff and/or performs and coordinates the most complex and specialized work.

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

#### **Operational Support:**

- Installs, operates, maintains, troubleshoots, and repairs servers, computers, printers, and other associated equipment.
- Monitors and maintains the court's local area network and other system environments used by the court, and ensures connectivity to the judicial branch's network.
- Fine-tunes and maximizes systems operations; checks overall software performance and compatibility with other software and operating systems.
- Identifies, reports, and resolves problems with the Judicial Council's information technology staff.
- Maintains and provides backups, restore, and recovery support of data and application systems on a variety of platforms. Provides for the archival and retrieval of information from backups.
- Installs and configures systems and software upgrades with the court and Judicial Council's information technology staff; replaces components and performs other maintenance and repair.
- Creates and maintains manuals documenting operational procedures.

### User Support:

- Receives and responds to users' requests for technology equipment and inquiries for technical support on computer software and hardware, local area networks, and other peripheral equipment.
- Troubleshoots, diagnoses, and resolves hardware, software, and network connectivity problems; researches potential solutions and refers more complex problems to senior staff for resolution.
- Establishes and maintains user accounts.
- Provides individual or group user training.
- Evaluates and recommends software or hardware products for the court's use, as requested.

### General Support:

- Replaces components and performs other maintenance and repair; installs and configures replacement equipment and catalogs technology equipment inventory, and associated supplies; ensures safe connectivity and storage of devices.
- Coordinates and implements the physical relocation of computer systems and equipment for the court.
- Sets up and administers telephone, voice mail, and other audio/telecommunications equipment.
- Installs, configures, and administers security related systems for video surveillance, access control, emergency response, network security, and data recovery, etc.
- Troubleshoots and maintains other electronic equipment such as copy, fax, and postage equipment.
- Organizes own work, sets priorities, and ensures deadlines are met.
- 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 must be available for occasional overtime, non-standard shifts, and on-call hours. Must be available to work onsite; remote work may be required on occasion.

## **QUALIFICATIONS**

### **Knowledge of:**

- 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.
- Maintenance, troubleshooting, and repair of servers and computers.
- Tools for diagnostics and repair.
- Applicable business equipment and desktop applications.
- Basic principles and practices of project management and coordination.
- Applicable work rules and policies.
- Workplace safety and injury prevention practices.
- Effective communication and presentation skills.

### **Ability to:**

- Analyze systems' performance and maximize efficiency.
- Install, maintain, operate, troubleshoot, and repair computers, servers, and other technology equipment.
- Operate and monitor information technology networks.
- Safely use diagnostic tools.
- Provide a variety of user support services.
- Prepare written reports and recommendations.
- Read and understand technical manuals.
- Work independently and use initiative within established guidelines.
- Organize, coordinate, and prioritize work activities and projects and meet critical deadlines.
- Train staff in work 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:**

Associate'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, however equivalent to graduation from high school is required.