

# **SUPERIOR COURT OF DEKALB COUNTY, GEORGIA**

## **STONE MOUNTAIN JUDICIAL CIRCUIT**

### **4TH JUDICIAL ADMINISTRATIVE DISTRICT**

#### **Superior Court Administration– IT Support Specialist**

**Closing Date: Open Until Filled**

#### **Purpose of Classification:**

The purpose of this classification is to install and maintain networked computer systems including hardware, software, and peripherals, support user specifications for hardware and software, and provide technical assistance and basic application training to users.

#### **Essential Functions:**

- Install and configure computer workstations to department specifications.
- Perform hardware and/or software upgrades on computer workstations.
- Configure mobile devices for network user access.
- Performs routine hardware and software maintenance and assists in proper upkeep and utilization of systems.
- Monitor, support and troubleshoot courtroom A/V systems (which includes but not limited to projectors, audio mixers, microphones, speakers, video conferencing and cameras).
- Configure user access to network devices, printers, server.
- Provides technical assistance and maintenance support to departmental end users.
- Performs general problem solving and assistance on diverse software applications and hardware systems for department users.
- Provide individual instruction and training to staff, on computer hardware and software.
- Maintain records of services performed.
- Maintain applicable records including user lists, user accounts and security, and equipment inventory. May write and maintains user instructions for training.
- Maintain knowledge of current technological developments/trends in area of expertise.
- Maintain, modify, and update Microsoft Access Applications.
- Create, maintain, and modify Odyssey forms, calendars, notices, and reports.
- Perform miscellaneous job-related duties as assigned.
- Required to lift up to 25lbs.

#### **Minimum Qualifications:**

Associate degree in Computer Science, Information Systems/Technology, or a closely a related field required; two years of progressively responsible, professional level technical support experience in a small-scale Information Technology environment; or an equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above. Strong interpersonal and communication skills: Capable of writing instructional documentation, training users in complex topics, making presentations to an internal audience, and interacting positively with upper management. Highly proficient in MS Suite (Access, Word, Excel, Power Point). Excellent organizational, team building, and communications skills are a must. Strong attention to detail and able to perform to a high level of work quality expectations. Independent problem-solving skills.

**Specific License or Certification Required:** Must possess and maintain a valid Georgia driver's license.

**Performance Aptitudes:**

**Data Utilization:** Requires the ability to review, classify, categorize, prioritize, and/or analyze data and/or information. 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.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to operate and control the actions of equipment, machinery, tools and/or materials requiring complex work/applications such as computer network and/or information systems.

**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; ability to calculate decimals and percentages.

**Functional Reasoning:** Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity required in situations involving the evaluation of information against measurable or verifiable criteria.

**ADA Compliance:**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects and materials of light weight. Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate sounds, visual cues or signals. Some tasks require oral communications ability.

**Environmental Factors:** Tasks are regularly performed without exposure to adverse environmental conditions, such as dirt, dust, pollen, odors, wetness, humidity, rain, fumes, temperature and noise extremes, machinery, vibrations, electric currents, traffic hazards, animals/wildlife, toxic/poisonous agents, violence, disease, or pathogenic substances.

**To Apply:**

Submit letter of interest and resume, including professional references identifying both current and former immediate supervisors to: [SC.JOBS@DEKALBCOUNTYGA.GOV](mailto:SC.JOBS@DEKALBCOUNTYGA.GOV). No phone calls please.