

# **JOB ANNOUNCEMENT**

## **CIRCUIT COURT FOR PRINCE GEORGE'S COUNTY**

**POSITION TITLE:** Information Technology Technician Tier 2

**GRADE:** Grade 21, (Information Technology Engineer II)

**ANNUAL SALARY:** \$49,058 - \$60,655 (Negotiable, based on qualifications and work experience)

**LOCATION:** Information Technology Division, Circuit Court for Prince George's County,  
Upper Marlboro, MD

**TYPICAL DUTIES:** The candidate, under the supervision of the Deputy Director of Information Technology, is responsible for creating, implementing and maintaining Circuit Court's technical infrastructure. Duties include but are not limited to: installing, configuring, monitoring, and maintaining network telecommunications, or systems hardware and software; implementing information security policies; providing technical support; resolving Dell PCs, HP printers and Kodak scanners hardware issues; reviewing office and courtroom automation procedures and workflow processes; recommending and implementing enhancements to streamline procedures that improves productivity. Performs other duties as assigned.

### **MINIMUM QUALIFICATION REQUIREMENTS**

Bachelor's degree in information technology, computer science, mathematics, business or public administration, or a closely related field; plus at least one (1) year of professional experience in an information technology engineering field; or an equivalent combination of education, training, and experience. Working knowledge of Microsoft Office 2016, Office 365, Windows 7 and 10 operating systems required. Must possess the ability to provide user support for various desktop applications including Microsoft Office Suite, troubleshooting network issues, and repairing HP Printers and desktop applications either in person or over the phone. Applicants are subject to background check.

***Preferred Experience:*** At least one (1) year of experience in troubleshooting Windows based applications is preferred. Experience with MS Server 2012 and 2016 and VMware ESX is desirable. Certification in Dell Desktop, MCSA Office, or Windows 10 and the ability to speak Spanish is a plus.

### **REQUIRED INFORMATION**

A Circuit Court for Prince George's County Employment Application and Supplemental Questionnaire must be submitted for this announcement. Employment applications are available at <http://princegeorgescourts.org/jobs.aspx>

**CLOSING DATE:** Applications must be received by 5 p.m. EST on Wednesday, August 21, 2019.

**APPLY TO:** Department of Human Resources  
Room M2407, Courthouse, Upper Marlboro, MD 20772  
FAX (301) 952-4447 E-Mail: [Humanresources@co.pg.md.us](mailto:Humanresources@co.pg.md.us)

**Eligibility to Work:** Under the Immigration Reform and Control Act of 1986, applicants selected for employment will be required to show and verify authorization to work in the United States.

The Circuit Court for Prince George's County is an Equal Opportunity Employer committed to diversity in the workplace. This Court does not discriminate based on Race, Religion, Color, Sex, Age, National Origin or Disability. Applicants may obtain a copy of the Circuit Court for Prince George's County EEOP Utilization Report upon request.

Reasonable accommodation available upon request.

## Information Technology Technician Tier 2 - Supplemental Questionnaire

1. Which of the following best describes your level of completed education? **Please select all that apply.**
  - a. Associates Degree
  - b. Bachelor's Degree
  - c. Master's Degree
  - d. Technology Certificate(s) **Please Specify:** \_\_\_\_\_
  - e. Other Please Specify: \_\_\_\_\_
  
2. Please select your field of study.
  - a. Information Technology
  - b. Computer Science
  - c. Mathematics
  - d. Business or Public Administration
  - e. Other Please Specify: \_\_\_\_\_
  
3. How many years of experience do you have in troubleshooting Windows based applications?
  - a. I do not have any experience in in troubleshooting Windows based applications.
  - b. Less than 1 year of experience
  - c. At least 1 year or more of experience
  
4. Describe in detail your experience in troubleshooting Windows based applications. Identify the period of employment where you utilized these skills, including the name of the employer and your job title. Please do not type "See Resume". If no experience, enter "N/A".
  
  
  
  
  
  
  
  
  
  
5. Do you have experience with troubleshooting and repairing various desktop applications and printers?
  - a. Yes
  - b. No

## Information Technology Technician Tier 2 - Supplemental Questionnaire Contd.

6. Describe in detail your working experience with troubleshooting and repairing various desktop applications and printers. Identify the period of employment where you utilized these skills, including the name of the employer and your job title. Please do not type "See Resume". If no experience, enter "N/A".
  
7. Describe in detail your working knowledge of Microsoft Office 2016 and Office 365, Windows 7 and 10 operating systems. Identify the period of employment where you utilized these skills, including the name of the employer and your job title. Please do not type "See Resume". If no experience, enter "N/A".