



HOWARD COUNTY GOVERNMENT
invites applications for the position of:

Technical Services Support Specialist IV

An Equal Opportunity Employer

SALARY:

\$68,043.00 Annually

Starting salary commensurate with education and experience.

Grade: L / Classification # 4213

OPENING DATE: 07/01/2019

CLOSING DATE: OPEN UNTIL FILLED

POSITION SUMMARY/CLASS DESCRIPTION:

This technical position is responsible for all IT equipment and technology processes in the Circuit Court. The position performs senior professional level technology and communication services work including the installation, maintenance, support and programming of complex operating systems. The Technician performs programming analysis and works on design and specification for court technology systems. The position also maintains and supports digital audio recording and docket display systems along with desktop computers, scanners and printers. Works under the general supervision of the Court Administrator.

STARTING SALARY HIRING RANGE:

\$ 32.71/hr.

\$ 68,043.00

**ESSENTIAL DUTIES AND RESPONSIBILITIES/MINIMUM REQUIRED
EDUCATION/EXPERIENCE:**

Essential Functions:

- Serve as Project Manager for all technology related projects;
- Provide training to staff on information technology related topics;
- Manage internal technical support requests. Communicate and follow-up on Judiciary and County Help Desk requests;
- Install, program and support digital audio recording for courtrooms and the digital docket display system. This includes servers, NAS devices, mixers, speakers, computers, microphones and all related equipment. Provide programming analysis for each system;
- Serve as the in-house expert on the software/hardware and procedures for the digital audio recording system and docket display including daily trouble-shooting;

- Ensure that the courtroom proceedings are appropriately copied to the back-up server according to the preferred schedule;
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- Create and maintain reports and data spreadsheets;
- Maintain Court's website;
- Develop and maintain equipment inventory for technology-related equipment;
- Serve as a backup courtroom recording technician for hearings and trials, if needed;
- Perform other duties as assigned.

Knowledge, Skills and Abilities:

- Familiarity with Windows server 2012 and Windows 10 applications. Knowledge of Odyssey, the Court's Case Management System is preferred.
- Familiarity with TCP/IP and other networking protocols.
- Familiarity with RAID configurations for storage.
- Ability to proactively resolve issues independently including: troubleshooting, managing the network, hardware and software issues.
- Ability to manage complex technical projects from planning stages to completion.
- Understanding of State and County court structure is preferred.
- Interpersonal communication skills and conflict resolution skills and the ability to maintain a good working relationship with the public, Judges, Masters, Court staff, Clerk's Office staff, attorneys and litigants.
- Capability to multi-tasking and working under time constraints.
- Ability to analyze and interpret complex written and oral records, instructions and rules of court. Ability to define problems, collect data, establish facts and draw valid conclusions. Ability to interpret an extensive variety of technical instructions and deal with several abstract and concrete variables.
- Accuracy and attention to detail are required.

MINIMUM REQUIRED EDUCATION/EXPERIENCE:

Bachelor's degree in Information Technology or related field and a minimum of four years working in a technology oversight/support field. Additional experience may substitute for degree. Experience in a judiciary environment preferred.

PHYSICAL DEMANDS AND WORK ENVIRONMENT:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to use hands to finger, handle or feel; reach with hands and arms; and talk or hear. The employee frequently is required to stand, walk, and sit. The employee must frequently lift and/or move up to 10 pounds and occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, peripheral vision, depth perception, and ability to adjust focus.

While performing the duties of this job, the employee is occasionally exposed to moving mechanical parts, toxic or caustic chemicals, and outside weather conditions. The noise level in the work environment is usually moderate.

LANGUAGE SKILLS, MATHEMATICAL SKILLS AND REASONING ABILITY:

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

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Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry. Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

Please submit a resume, salary history and references (e-mail preferred) stating the position title by 11:59 pm of the closing date to:

Deidre Barksdale
Circuit Court for Howard County
8360 Court Avenue
Ellicott City, MD 21043
dbarksdale@howardcountymd.gov

The Circuit Court for Howard County is a drug-free workplace and an equal opportunity employer and values diversity in the workplace. We do not discriminate on the basis of race, religion, color, sex, age, sexual orientation, national origin or disability. Applicants who need accommodation for an interview may request such assistance in advance of an interview. The candidate selected for this position will be subject to a background check and must be a US citizen or eligible to work in the US. A criminal background check will be done prior to hiring of individual.

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:
<http://www.howardcountymd.gov>

APPLICATIONS MAY BE COMPLETED ONLINE AT OUR JOB
KIOSK LOCATED AT:
8930 Stanford Blvd.
Columbia, MD 21045
410-313-2033
410-313-2034
An Equal Opportunity Employer

Job #19-00581
Technical Services Support Specialist IV- CIRCUIT COURT
