

SUPERIOR COURT OF CALIFORNIA, COUNTY OF YUBA

INFORMATION SYSTEMS SPECIALIST I/II

Classification Code	FLSA Status	EEO Status	Represented/ Unrepresented	Date Created/Revised	
UMC Code: 4003	Non-Exempt	Gen Off Tech (Computer Specialist) 1050	Represented	Created Jan. 2018	

CLASSIFICATION DEFINITION

Under general supervision, performs the more routine support related to troubleshooting and resolving technical operational issues in such areas as (but not limited to) network, database, web maintenance and routine design, applications, and programming.

DISTINGUISHING CHARACTERISTICS

This position is the entry level position in the Information Technology series. Promotional movement through the levels (I, initial assignment level; and II after two years of satisfactory job performance) is not automatic. Promotional movement will be based on proven, satisfactory work performance and as supported by the Court's ability to fund related salary increases. It is distinguished from the Information Systems Analyst series in that Information Systems Analysts design, recommend, and build information systems at a professional level.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Principles and practices of software and hardware installation and repair.
- Computer operations; operating systems and software products.
- Local and wide area network design, management, security and operation.
- Methods and techniques of troubleshooting hardware, software and interconnectivity problems.
- Principles, methods, and techniques of systems analysis.
- Principles of data security.
- Methods and techniques of providing support and training to users.
- Basic electronic skills, such as low-voltage electrical wiring and soldering.

Ability to:

- Provide excellent customer service, interpersonal, and communication skills.
- Use excellent time management skills; ability to work under time constraints.
- Perform work that is assigned, scheduled and prioritized by others.
- Understand and implement verbal and written instructions.
- Write clearly and concisely.
- Perform other related work as required by business needs or as assigned.
- Work with power and hand tools, such as drills, saws and wrenches.

REPRESENTATIVE DUTIES

- Coordinates and administers information systems operating on local area and wide area networks (LAN/WAN).
- Provides day-to-day technical operational support, including help desk services, to users of various departmental computer systems.

- Provides technical direction and training to court users on hardware and software, such as basic computer use, word processing, database, spreadsheets, email, operating systems, and other software, including court case management systems.
- Installs, configures and troubleshoots new and existing computers, printers, monitors, scanners, telephones and other telecommunications equipment, network equipment and related software and hardware.
- Writes and documents computer programs and scripts using various tools and methods, such as Microsoft Report Builder and SQL.
- Coordinates and tests software updates.
- Maintains software configuration for various court systems, including the court case management system.
- Troubleshoot and repair printers and electronic date/time stamps.
- Assists technology analysts in research and analysis of court automation procedures and computer systems; participates in feasibility studies regarding new or existing applications; provides end-user training for new processes and procedures.
- Installs, maintains troubleshoots local area network (LAN) wiring to provide connectivity to the local area network.
- Occasionally work more than 40 hours per week, compensated with compensatory time off (CTO) or overtime at the Court's discretion.
- May be assigned as a backup to provide support to administration during collective bargaining negotiations.
- Other duties as assigned.

EDUCATIONAL AND WORK EXPERIENCE REQUIREMENTS

Any combination of education, training and experience that demonstrates possession of/and competency in the requisite knowledge, skills and abilities. Typical ways to obtain these qualifications are:

- A Bachelor's degree from an accredited university in computer science, information systems, telecommunications or closely related field and one (1) year of experience providing technical support of complex, multi-platform computer systems in an enterprise environment.
- An Associate's degree from an accredited university in computer science, information systems, telecommunications or closely related field and two (2) years of experience providing technical support of complex, multi-platform computer systems in an enterprise environment.

DESIREABLE QUALIFICATIONS

- CompTIA A+, Server+, Network +, Security+
- Microsoft Technology Associate (MTA)
- Microsoft Certified Professional (MCP)
- Microsoft Certified System Administrator (MCSA)
- Cisco Certified Entry Networking Technician (CCENT)
- Cisco Certified Technician (CCT)

LICENSE REQUIREMENT

Must possess and maintain a valid California driver's license or the ability to obtain and maintain alternate modes of transportation, which meet the travel and other job-related requirements of this position.

PHYSICAL REQUIREMENTS AND WORK ENVIRONMENT

The physical demands and work environment characteristics described here are representative 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.

- *Physical demands:* While performing the duties of this job, the employee is required to stand; walk; sit; use hands to finger, handle, pinch, pull objects or controls; reach with hands and arms; climb stairs; balance; stoop kneel, crouch, or crawl; talk or hear. The employee must occasionally lift and/or move up to 50 pound and frequently lift up to 25 pounds. Specific vision abilities required by the job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.
- *Work environment:* While performing the duties of this job, the employee is exposed to the weather conditions prevalent at the time. The noise level and traffic level in the work environment are similar to a busy office. In addition, the employee is required to work occasionally in a computer room with noise and environment conditions typical of a computer room.

REASONABLE ACCOMMODATION

If reasonable accommodation is medically documented and is required to participate in recruitment activities or to perform the essential functions of this position, please contact the court's Human Resources Department.

The Superior Court of California, County of Yuba is an equal opportunity employer.