

Court IT Technician I

GENERAL STATEMENT OF DUTIES:

Performs technical tasks that include computer support and technology training for court end users; including training these users with the efficient and effective operation of technology tools, hardware, software and systems. Assists with the development of training plans and materials for court related technology systems including the courtroom digital recording systems and videoconferencing systems. Manages and supports software programs and hardware systems unique to court operations. Works closely with the Court Technology Coordinator to evaluate emerging technologies and makes application related recommendations to the Court Administrator. Works under the general supervision of the Deputy Court Administrator; performs related duties as required.

STATEMENT OF TASKS:

Coordinates with judicial offices and referee hearing rooms to insure that required maintenance of hardware and software components for the digital recording systems is scheduled to insure operational integrity as required.

Serves as a member of the court technology team that is available to assist the judicial offices in responding to time sensitive requests by deliberating juries for playback of selected trial proceedings during jury deliberations.

Serves as a member of the court technology team that responds to requests to view or purchase archived recordings of court proceedings.

Archives digital court recordings to be in compliance with applicable statutes and court rules.

Serves as a member of the court technology team that insures operational maintenance of all on site court video conferencing equipment. Serves as the coordinator and liaison to off-site connections including prisons under the jurisdiction of the Michigan Department of Corrections, Genesee County Jail, City of Flint Lock-Up, Genesee Valley Regional Center, various hospitals, institutions and other courts both in and out of the State of Michigan.

Insures that daily docket information is timely extracted from the court case management systems for all local courts, to be displayed on ADA compliant public monitors in multiple court locations.

Maintains a server for the electronic distribution of discovery materials to assist the Genesee County Public Defender Program and other criminal justice stakeholders

Uploads business court opinions and orders in pdf searchable format to the Michigan Court Application Portal (MCAP) per administrative order of the Michigan Supreme Court

Uploads various time sensitive mandatory reports to MCAP including caseload and collection data

Verifies the completion and accuracy of several automated system tasks including electronic workflow [Onbase] and other proprietary systems utilized by the court. Facilitates distance learning connectivity for judicial and court staff including WebEx seminars

Repairs, upgrades, and installs computer hardware within authorized guidelines ; Works closely with both technical and non-technical staff to resolve, document, and support a variety of issues and services;

Assists the Deputy Court Administrator and Court Technology Coordinator in developing and improving automations for systems management;
Resolves all issues and requests promptly;

The statement of tasks above is intended to be sufficient to identify the class and be illustrative of the many duties that may be assigned. It should not be interpreted to describe all of the duties an employee assigned to this class may be required to perform.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of personal computers and a working knowledge of sophisticated software systems including, but not limited to word-processing, spreadsheets and data bases;
Knowledge of computer networks;
Knowledge of court operations including offices/departments of the court, services and programs managed or conducted by the court;
Ability to train employees in the use of hardware and software;
Ability to do minor hardware repairs and upgrades;
Ability to assist in project development;
Ability to communicate both orally and in writing effectively;
Ability to maintain good interpersonal relationships;
Ability to work independently and as a member of a team;
Ability to attend work regularly, work under stressful conditions.

MINIMUM QUALIFICATIONS:

Sixty (60) semester hours of college coursework with at least twenty (20) semester hours in business and/or computer courses **and** three (3) years of experience with personal computers including the use of various software packages such as data bases, spreadsheets, word processing **and** A+ certification or equivalent training;

OR

Five (5) years of experience with personal computers in a windows environment including the use of various software packages on a P.C. based network such as data bases, spreadsheets, word processing **and** A+ certification or equivalent training.



Human Resources Director

Established: July 21, 2014