

## Court IT Technician II

### 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 District, Probate and Circuit Court recording systems installed in courtrooms and hearing rooms. In addition, assists in supporting the video conferencing systems utilized by all county courts. 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 and other administrative staff for all Courts. Works under the general supervision of the Deputy Court Administrator; performs related duties as required.

### STATEMENT OF TASKS:

- Coordinates with judicial offices and 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 District, Probate and Circuit Courts both in and outside 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; provides back up support to the court technology coordinator for maintenance of the court case management systems and end user requirements.
- Works closely with both technical and non-technical staff to resolve, document, and support a Variety of issues and services.
- Assists the administrative staff for all of the courts in developing and improving automations for systems management;
- Assists the Courts in strategic planning for the implementation of e-filing, e-storage and other system upgrades for the future court environment.
- Promptly resolves all issues and requests.

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, electronic workflow 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 effectively both orally and in writing;

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;

Ability to remain professional in high stress environments and work closely with judicial offices, court staff and external court end users.

MINIMUM QUALIFICATIONS:

At least one of the following:

Associate degree (Bachelor's preferred) in the field of computer science, information sciences or related field;

**OR**

Three (3) years IT work experience within the last five (5) years, with at least one year working in a court environment supporting the specific systems in use.


MINIMUM CERTIFICATION

Possess and maintain Advanced level Microsoft certification,

**OR**

Possess equivalent manufacturer or third-party certification supporting, configuring and administering other major technologies in use as determined by the Court.

*\*Candidates possessing OnBase Administrator or Workflow Certifications, or with documented experience with OnBase or similar Enterprise Content Management (ECM) are encouraged to apply.*



Human Resources Director

Established: July 21, 2014

Revised: October 20, 2016