

MIDC IT Technician I

GENERAL STATEMENT OF DUTIES:

Performs technical tasks that include computer support and technology training for court end users and attorneys contracted through the Michigan Indigent Defense Commission (MIDC) Act. Trains users with the efficient and effective operation of technology tools, hardware, software and systems. Utilizes videoconferencing technology to provide a clear, accurate visual and audio representation of all parties in a court proceeding; 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 or Designee; performs related duties as required.

STATEMENT OF TASKS:

- 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 facilities 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;
- Understands and complies with the standards established by the Michigan Supreme Court Administrative Order 2014-25: *Michigan Trial Court Standards for Courtroom Technology*;
- Possesses and applies a broad knowledge of best practices related to video conferencing;
- Provides daily technical support to MIDC contracted lawyers on the following topics and equipment: legal software, online security, networking equipment, printers, security software, computers, smart phones, tablets and cloud storage services;
- Provides technical support to court staff including training on case management software, printer troubleshooting, creating and modifying user profiles;
- 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;
- Facilitates distance learning connectivity 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.

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- one (1) year of paid 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-

Three (3) years of paid 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: December 10, 2018