



**SUPERIOR COURT OF CALIFORNIA
COUNTY OF MONO
Job Description – Information Technology Technician**

Job Title(s):	Information Technology Technician I & II	
Reports To:	Information Technology Manager	
FLSA/Representation Status:	Part-Time, Non-Exempt/ Non-Represented	
Salary Ranges & Steps (effective 01/05/2025):	IT Tech I 4 A-G \$23.16 - \$31.04	IT Tech II 60 A-G \$26.86 - \$35.99
Prepared Date:	06/06/2025	
Approved By:	Lester Perpall, C.E.O.	
Job Descriptions		

SUMMARY

Under general supervision, provides desktop hardware and software support, maintenance, deployment, and training; performs duties as directed in support of network security and connectivity, and support of applications used throughout the Mono Superior Court.

DISTINGUISHING CHARACTERISTICS

A description of the characteristics and essential duties for the two levels in the series are shown below. The Information Technology Technician II is responsible for the full range of duties described for the Information Technology Technician I. The Information Technology Technician II is distinguished from the Information Technology Technician I by the greater level and complexity of duties assigned and the level of supervision required. The Information Technology Technician series is distinguished from the Court Information Systems Analyst series in that the latter primarily performs analysis and administrative tasks.

ESSENTIAL DUTIES AND RESPONSIBILITIES

The following duties are normal for this position and are not to be construed as exclusive or all-inclusive. Other related duties may be assigned or required.

Information Technology Technician I- This is the entry level position of the Information Technology Technician series. Incumbents work under close supervision and are trained to perform the following duties:

1. Monitor computer systems; proactively identifying and resolving issues with users, equipment, or systems integration problems.
2. Receives, investigates, researches, and resolves requests for assistance

regarding technology related problems and designs solutions to specific user or department needs, escalating within the department and coordinating with appropriate vendors when necessary and documenting service and repair activities.

3. Basic audio/ video (A/V) system troubleshooting; setting up remote court proceedings.
4. Installs, configures, updates, and repairs new and existing computers and their related equipment.
5. Maintains security by adding and deleting user accounts, changing passwords, and assigning access rights in various privileged systems, including Microsoft Office 365, Cisco VoIP, Case Management and Active Directory systems.
6. Participates in implementation and monitoring of KnowBe4 Security awareness training and use of Phish Alert Button.
7. Monitors and creates local and cloud-based backups of systems to support the disaster recovery plan and routine data retrieval.
8. Researches and acquires knowledge of computer hardware and software available to users.
9. Reviews new and/or improved products, software, and equipment to assist with procurement of technology equipment and software.
10. Remains current in the latest standards for software and hardware technology products and equipment.
11. Attends staff and other work-related meetings, workshops, seminars, and continuing education opportunities to remain current regarding updates in court information technology requirements.
12. Assists in the design, development and maintenance of court intranet and public facing website.
13. Creates technical documents of established procedures, processes, solutions, configurations, and diagrams, for use by Information Technology staff as well as technology training materials for end-users.
14. Maintains court equipment and asset management inventory by reviewing and logging incoming equipment; monitoring and logging equipment currently in use; and documenting equipment and retired from use, stored, sold or destroyed.
15. Provides training and assistance in the use of computers, including initial training for software such as Microsoft Word, Excel, Outlook and Windows operating

systems.

16. Monitor Virtual computers and Servers in VMWare. Assist with VMWare tools updates.
17. Assists with coordination of vendor technician visits.
18. Serves as a representative of the Court, displaying courtesy, tact, consideration, and discretion in all interactions with users, judicial officers and management, other members of the Court community, and with the public.
19. Case management system (CMS) support including but not limited to, troubleshooting, end user training, configuration, and upgrade testing.

Information Technology Technician II - Duties include those of the Technician I position and those listed below, as well as providing additional assistance on IT initiatives and projects within the IT division and throughout the court. This journey level position also has a greater emphasis on server, network and programming related tasks compared to the Technician I.

1. Assists in maintaining and configuring various network and communication systems, including Cisco Call Manager and Office 365 environments, and creating diagrams and documentation of system configurations.
2. Assists with inventory and installation of SSL certificates on Windows IIS and Apache Tomcat servers.
3. Assists with deployment of new Virtual machines in VMWare.
4. Assist with monitoring of building facilities, including heat, air conditioning, elevators and snow melt system. Acts as liaison with the courts Facilities Management company.
5. Assist with Court A/V maintenance and high-level troubleshooting.
6. Communicates with ISP, and firewall vendor to maintain VPN's and external access to court systems.
7. Maintains court software license inventory and renewal by reviewing and logging incoming software; monitoring and logging software currently in use; and documenting software retired from use.
8. Assists with departmental planning and development of procedures, processes, solutions, and configurations related to hardware and software in use at the court, such as development of backup and disaster recovery plans.

MINIMUM QUALIFICATIONS

Knowledge of

- Computer operating systems and common office software such as Windows 11, MS Office, and Office 365, including Word, Excel, PowerPoint, Access, and Outlook and Teams.
- Zoom, Webex and Teams remote software.
- Accepted techniques for training and instruction of staff.
- Procedures, techniques, and tools used in the diagnosis and repair of software errors, computer equipment and related components.
- Correct English usage, grammar, and spelling.
- Basic understanding of enterprise server and desktop virtualization technologies, specifically VMWare.
- Working knowledge of LAN/WAN networking concepts and procedures and basic network troubleshooting techniques.
- Cisco command line interface.

Skill/Ability to:

- Use problem solving skill and available tools and resources to analyze data and system malfunctions, recognize problems, draw logical conclusions and develop an effective course of action.
- Read, comprehend, and interpret complex technical reference and training manuals and procedures.
- Install, maintain, and upgrade software applications.
- Install, maintain, upgrade and repair hardware equipment.
- Communicate clearly and effectively, in both verbal and written communications, including communicating complex IT concepts in non-technical terms.
- Comprehend and follow verbal and written instructions.
- Prioritize work assignments to meet departmental deadlines.
- Establish and maintain cooperative working relationships with those contacted through the course of work.
- Physical ability and agility to use, move, and install computer equipment.
- Operate system utilities and other help desk tools.
- Prepare and present written and oral reports.

Education and Experience:

Any combination of education and experience that could likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be:

Information Technology Technician I -
Equivalent to the completion of core course work from an accredited college, university or vocational program in information technology, computer science or a related field and/ or documented relevant work experience with networks and/or personal computers.

Information Technology Technician II -

Equivalent to the completion of core course work from an accredited college, university or vocational program in information technology, computer science or a related field and three years of relevant work experience performing the duties of an Information Technology Technician I.

ENVIRONMENTAL AND FUNCTIONAL FACTORS:

The demands and work environment characteristics described here are representative of those that must be met or are encountered by an employee while successfully performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Physical Demands

This work involves the following: Constant performance of activities requiring clarity of vision up to approximately three feet, including looking at a computer monitor and performing tasks related to the inspection, installation, maintenance, and repair of computer and network systems and components. Frequent repetitive use of the hands and fingers to operate a computer. Manual and finger dexterity to work with small electronic devices and components. Frequent working in a stationary position with the option to either sit or stand for up to 8 hours. Frequent listening to and understanding the speech of individuals with varying levels of speaking ability and communication skills. Frequent speaking to individuals with varying levels of hearing ability or comprehension. Frequent moving about within the work area and to other areas inside the building to transport equipment. May lift and carry equipment weighing up to 70 pounds, including computers, monitors, uninterrupted power supply units, scanners, and printers. Some installation and maintenance activities involve reaching, stooping, crouching, and twisting of the neck and back.

Working Conditions

The work is performed inside a climate-controlled facility. The following working conditions are typical of this classification: Constant working under direction or supervision, performing tasks requiring sustained concentration, and maintaining readiness to react quickly to emergency situations. Constant interaction with individuals with a wide variety of social, educational, and economic backgrounds. Frequent participating in group activities requiring interpersonal skills and cooperation. Occasional working under the pressure of rush or urgent deadlines and handling multiple assignments that may have conflicting demands or priorities. May be required to travel locally or regionally up to several times per year.

THIS JOB SPECIFICATION SHOULD NOT BE CONSTRUED TO IMPLY THAT THESE REQUIREMENTS ARE THE EXCLUSIVE STANDARDS OF THE POSITIONS. EACH INCUMBENT DOES NOT NECESSARILY PERFORM ALL DUTIES.

ADDITIONALLY, INCUMBENT MAY BE REQUIRED TO FOLLOW INSTRUCTIONS AND TO PERFORM OTHER JOB RELATED DUTIES AS REQUIRED.