Superior Court of California, County of Mono

INVITES APPLICATIONS FOR THE POSITION OF

Information Technology Technician I or II
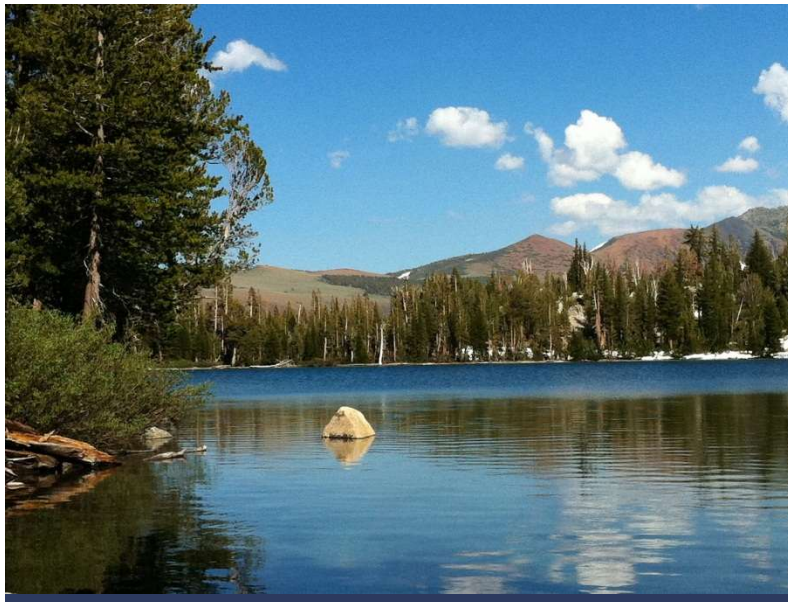
Hourly Salary: $23.16 – 35.99
(Depending on Experience)

Application Deadline: Open Until Filled

New Mammoth Lakes Courthouse – the Main Courthouse for the Superior Court of California, County of Mono

Live, Work and Play in one of the Most Beautiful Places in California - The Eastern Sierra

The Information Technology Technician position is based at the main courthouse for the Superior Court for Mono County located in Mammoth Lakes. The town of Mammoth Lakes is a well known destination recreation area, but it has much more to offer. Mammoth Lakes provides an entertainment, shopping and cultural center for Mono County. There are numerous restaurants, live theater, community college, shopping centers, movie theater and concert venues.

Mono County is a year-round resort destination with Mammoth Mountain Ski Area, Yosemite National Park, Mono Lake and other places of natural beauty near by. The eastern gateway to Yosemite National Park is less than a 45-minute drive from the main courthouse in Mammoth Lakes. Working for the Mono County Superior Court provides an opportunity for professional development as well as enjoying the many recreational activities that California is known for: skiing and snowboarding, snowmobiling, hiking, fishing, cycling, golfing, camping, and more.

McLeod Lake-15 minute drive from downtown Mammoth Lakes-with a hike

Information Technology Technician I & II

This is a part-time, non-exempt, non-represented position in the Mammoth Lakes courthouse with excellent opportunity for advancement.

Duties of the position include: 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.

The Court in Mono County

The Superior Court for Mono County has three Judicial Officers—two judges and a part-time commissioner. The Court has two courthouses, the Mammoth Lakes location and the historic courthouse in the county seat of Bridgeport.

The New Mammoth Lakes Courthouse in Winter-Mammoth Mountain in the background

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 support including troubleshooting, end user training, configuration, and upgrade testing.
20. 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.

Qualifications

<u>Knowledge of</u>

- 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:

<u>Information Technology Technician I -</u>
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.

<u>Information Technology Technician II -</u>
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.

How to Apply

Send letter of introduction, application, and Curriculum Vitae to:

<u>Email:</u> hr@mono.courts.ca.gov

<u>Mail to</u>: Mono County Superior Court   <u>Deliver to</u>: Superior Court, Mammoth Lakes Branch
      Attention -Human Resources   Attention - Human Resources
       P.O. Box 1037   100 Thompsons Way
       Mammoth Lakes, CA 93546   Mammoth Lakes, CA 93546

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