



SUPERIOR COURT OF CALIFORNIA COUNTY OF MARIN



Announces an Opportunity for the Position of
INFORMATION TECHNOLOGY SPECIALIST I-II

Our Mission

*To ensure fair and equal access to justice and
serve the public with dignity and respect.*



The Community

Located in the North Bay across the Golden Gate Bridge from San Francisco, Marin County is a dynamic community of 252,000 residents known for its combination of rural and suburban lifestyles.

It is a recreation destination for the entire Bay Area - the Golden Gate National Recreation Area and Point Reyes National Seashore are just two destinations out of more than 140,000 acres of public lands within Marin. The County's active economy includes employers such as Lucas Films and Autodesk, as well as vibrant agriculture, aquaculture, light industry and tourism business sectors. Marin County residents enjoy an excellent public school system. Marin's post-secondary institutions include College of Marin and Dominican University.

The Court

The Court is considered small/medium sized among the State of California's 58 trial courts. The Court has 12 authorized judicial positions and approximately 107 staff. The Court's bench and staff are ethnically and racially diverse. The average age of staff in the Court's workforce is approximately 52. Approximately 75% of the staff are represented by SEIU 1021; all others are unrepresented.

The Court is located in the Marin County Civic Center, a facility and campus designed by famed architect Frank Lloyd Wright. The Administration building was opened in 1959, while the Hall of Justice, housing the Court and other criminal justice and law enforcement agencies, was completed in 1969. The Civic Center was designated a National Historic Landmark in 1991. Its unusual design makes it a destination for tourists.

Information Technology

Specialist I-II

Under general supervision, provides workstation and telecommunications hardware and software support services for all court personnel; performs related work as required.

Information Technology Specialist I is the entry-level class in the Information Technology Specialist series. At this level incumbents provide customer support by both the Court Help Desk and troubleshooting network/personal computer systems.

Information Technology Specialist II is the experienced journey level class in the Information Technology Specialist series. At this level, incumbents work under general supervision and perform more complex troubleshooting assignments and may provide lead direction to Information Technical Specialist Is. Incumbents may advance to the higher level after demonstrating proficiency in areas of assignment.

The Information Technology Specialist I has primary responsibility for the Court Help Desk. The Information Technology Specialist II has responsibility for both network administration and troubleshooting network/personal computer systems in addition to supporting the Court Help Desk. The Information Technology Specialist I and II are distinguished from the higher-level Senior Information Technology Specialist in that the latter serves as a project leader in the application, implementation and utilization of technology. This series is distinguished from the Systems Analyst



series in that the latter is primarily responsible for database design and information management services. These classes report to the Chief Information Officer.

These classes are flexibly staffed. Upon recommendation of the immediate supervisor and approval of the Court Executive Officer, an incumbent Information Technology Specialist I may advance to Information Technology Specialist II after meeting the desirable qualifications for the higher level.

- Receives calls from court staff via telephone or email regarding computer hardware, software and network problems; answers questions, determines scope of problem, prioritizes work; provides possible solutions or refers to appropriate staff; maintains records and files of work performed by self and others.
- Provides information to court staff regarding system status, scheduled downtime and other system activities that may affect court operations.
- Maintains computer inventory tracking system and control log of software and equipment; processes requests for purchase of technology related equipment; maintains technology-related purchase agreements and contracts; acts as liaison with vendors regarding software or hardware problems; obtains and reviews product information.
- Performs data backups; install applications and updates; maintains user files; adds, removes or moves hardware; and performs system upgrades.
- Assists with the installation and configuration of personal computer hardware and software, and with the installation and cabling of personal computer and telecommunications equipment.
- Operates and performs routine maintenance and adjustment of peripheral equipment such as terminals, work stations, printers, copiers, scanners etc.



- Works with all other information technology staff to research and analyze court computer needs; makes recommendations regarding the purchase of computer equipment.
- May assist in the instruction of less experienced staff.

Education and Experience

Education

Information Technology Specialist I-II: Possession of a high school diploma, or its equivalent.

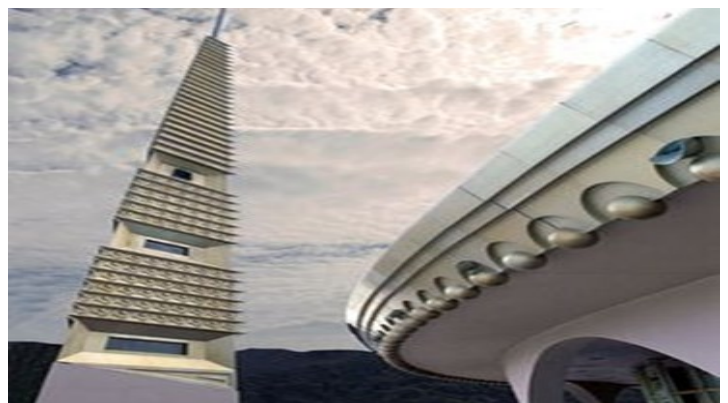
Experience

Information Technology Specialist I:

Two recent years of increasingly responsible technical computer support experience.

Information Technology Specialist II:

Four recent years of increasingly responsible technical computer support experience, including two years preferably at a level comparable to the Information Technology Specialist I.



Knowledge Skills and Abilities

Knowledge of:

Administrative principles and policies including scheduling work, instructing, training and motivating others; work planning and organization; clerical and standard office procedures and practices; record keeping practices and principles; personal computer hardware, software, computer peripherals, and network equipment; methods for identifying and resolving customer problems with computer hardware and software; computer initialization, operating, backup and restoration procedures; basic batch and on-line production scheduling.

Skill in: Operating a computer and related computer peripheral equipment, and driving a motor vehicle.

Ability to: Identify, analyze and recommend approaches to resolve hardware and software problems and/or refer to appropriate staff; recognize and respond to equipment and system status messages; prepare and maintain accurate reports, records and logs; develop documentation and on-line help; prioritize work; instruct less experienced staff in work procedures; communicate orally and in written form in a clear and concise manner including providing technical information in non-technical terms; deal tactfully and Courteously with the public; establish and maintain effective work relationships with judicial officers, court personnel, governmental agencies, vendors and members of the public.



Compensation & Benefits

The annual salary range for the Information Technology Specialist I-II is \$56,672.72 to \$76,764.43 per year. In addition, the salary is supplemented by a generous benefit package that includes the following elements

Retirement

For new employees, the Court's retirement system is authorized by the County Employees Retirement Law of 1937 with a plan of 2% @ 62. This system has a reciprocity relationship with CalPERS and other 1937 Law entities.

Insurance

The Court offers a cafeteria-style benefits plan that allows employees to choose from a variety of health, dental, vision, life, and long-term disability insurance plans. The Court also offers flexible spending accounts.

In addition, the Court provides generous paid leave allowances (paid time off and sick leave



Other Benefits

Deferred Compensation Plan

All court employees may participate in a voluntary Internal Revenue Code Section 457 deferred compensation plan paid 100% by the employee.

Tuition Reimbursement Program

The Court offers a Tuition Reimbursement Program to employees who enroll in approved training courses or classes that directly relate to their present positions with the Court, or which may make employees more upwardly mobile in the Court. The Court's reimbursement program pays up to 50% of registration fees and materials, provided employees are pre-approved for their educational expenses and there are sufficient funds available in the Court's budget.

Employee Training and Development Program

The Court is committed to a continuous learning environment where employees are encouraged to improve their knowledge and skills throughout their careers with the Court. The Court is involved in regional and statewide training networks with other courts and professional organizations and also offers onsite programs.

Free Parking

The Civic Center offers free all-day parking for all employees and visitors.

SMART Train

The SMART Train Civic Center station is within walking distance of the Civic Center and the Court offers a monthly pre-tax discount commuter incentive.



Farmers Market

The Thursday Marin Farmers Market is located at walking distance and features 100 local farmers, specialty food purveyors and a handful of artisans. It makes for a great lunch destination as well.

Marin Civic Center Café

Byte Foods offers automated refrigerated food kiosks restocked daily with a variety of fresh, nutritious and locally sourced foods and beverages. These items include various sandwiches, salads, burritos and specialty entrees, as well as coffee, kombucha, and juices. There is also an assortment of snacks and treats.

Marin County Library

The Frank Lloyd Wright Civic Center Building offers an on-site library located on the fourth floor. It features free wifi, public computers and a large inventory of books and audio books.

Beautiful Scenery

Across the street from the Civic Center is the Marin Center which includes walking paths around a beautiful pond with a wide variety of wild birds. The Marin Center is also the location for the yearly Marin County Fair and various shows.





To Be Considered

Applications must be completed electronically at http://www.marincourt.org/human_resources.htm. Click on the link for Career Opportunities. The deadline is **Thursday, November 11, 2021 at 11:00 p.m.** Candidates are responsible for submitting an application, cover letter, and answers to the supplemental questions in order to be considered.

The selection process will consist of an application and supplemental questionnaire appraisal. Those candidates deemed most qualified will be invited to one or more oral interviews, tentatively scheduled for the weeks of November 15th and November 22nd.

This is a full-time, non-exempt represented position. The position also includes a one-year probationary period.

EQUAL OPPORTUNITY/ADA EMPLOYER

Supplemental Questions

- Which of the following BEST describes the number of years of full-time work experience you have in providing hardware/software support and maintenance of computer workstations, peripherals, and audio/video systems? A) Less than one year; B) 1-3 years; C) 3-5 years; D) More than 5 years; E) No applicable work experience.
- In detail, describe your experience in demonstrating, training and guiding end users in using computer equipment and business information systems.
- Describe your training and experience in providing support for the following: Windows 7/10; Office Applications (Outlook, Word, Excel, PowerPoint, Access); Active Directory (user account management: password reset, account creation/deletion). If you do not have any experience in a specific area, write "NONE."
- Please describe in detail your experience in providing customer service.
- When you don't know how to accomplish a task or are stuck on a problem, how do you generally proceed? When do you escalate?