



**CIRCUIT COURT FOR PRINCE GEORGE'S COUNTY  
invites applications for the position of:**

**Virtual Court Technologist (G-17)**

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<b>SALARY:</b>	\$23.08 Hourly \$48,000.00 Annually
<b>DEPARTMENT:</b>	Zoom Team
<b>OPENING DATE:</b>	09/20/22
<b>CLOSING DATE:</b>	10/04/22 11:59 PM
<b>NATURE AND VARIETY OF WORK:</b>	

Under the direction of the Manager, Virtual Court Support Services, the incumbent provides both operational and technical support to video conference court proceedings for the Circuit Court for Prince George's County.

**EXAMPLES OF WORK:**

Duties include but are not limited to:

- Assists in the development and instruction of procedures for coordinating video and teleconference for the Court.
- Coordinates video and teleconferences for the court, which may involve tasks such as scheduling, basic troubleshooting, setting up equipment, initiating calls, and monitoring equipment during proceedings.
- Provides information and assistance to court staff via the Virtual Court Technology Help Desk. Troubleshoot and provide guidance on technical program problems with logging assistance requests and prioritizing the user's need for immediate or subsequent assistance.
- Transfers and archives recorded proceedings to ensure records are uploaded to the Court Reporter's database, in alignment with established protocols.
- Ensures video conference and telepresence technologies for remote/virtual hearings are appropriately established and functioning throughout the court proceeding.
- Virtually attend court hearings to ensure that breakout rooms are established for counsel, interpreters, etc.
- Ensures that an audio conference line for remote attendance by the public is available, clear, and free of interruptions.
- Acts as a liaison among the Clerk's Office, bar, and judges to ensure that video conference hearings proceed smoothly and efficiently.
- Responds to general procedural questions and/or specific questions.
- Furnishes information to a wide variety of people internally and externally throughout the Court. Provides basic procedural information to the public, bar, and the Court on using and accessing virtual court services.
- Provides quality customer service, including interacting with customers, answering inquiries, and effectively handling complaints.

**MINIMUM QUALIFICATIONS:**

Associate's Degree in Business or Public Administration and one (1) year of secretarial/administrative experience which involved working with the public, office management, and operational details. Any equivalent combination of relevant training, education, and experience will also be accepted.

## **ADDITIONAL INFORMATION:**

Beginning December 29, 2021, all new employees are required to be fully vaccinated as a condition of their employment. Full vaccination status requires that two (2) weeks have passed since the employee's second Pfizer or Moderna vaccination shot, or since the one (1) Johnson and Johnson vaccination. Religious and medical exemptions will be made case-by-case upon notification of the request. The Circuit Court for Prince George's County is a drug-free workplace and an equal opportunity employer, committed to diversity in the workplace. We do not discriminate on the basis of race, color, religion, age, sex, marital status, national origin, physical or mental disability, genetic information, gender identity or expression, sexual orientation, or any other characteristic protected by state or federal law. A request for ADA accommodations for interviews should be made at the time of notification of the interview.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<https://www.princegeorgescourts.org/>

Position #19-00103  
VIRTUAL COURT TECHNOLOGIST (G-17)  
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14735 Main Street  
Room M2407  
Upper Marlboro, MD 20772  
301-952-3708

[humanresources@co.pg.md.us](mailto:humanresources@co.pg.md.us)

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### **Virtual Court Technologist (G-17) Supplemental Questionnaire**

- \* 1. Which of the following best describes your level of completed education?
  - Master's Degree
  - Bachelor's Degree
  - Associates Degree
  - Some College
  - High School Diploma or G.E.D. Certificate
- \* 2. If you selected "some college," please provide the exact number of credit hours earned. If you did not select "Some College," please enter N/A.
- \* 3. Please select your field of study.
  - Business Administration
  - Public Administration
  - Social Science
  - Other
- \* 4. If you selected "'Social Service" or "Other," please indicate your specific field of study. If you did not select 'Social Services' or 'Other,' please enter N/A.

- \* 5. How many years of experience do you have working at a help desk or troubleshooting?
  - 3 or more years of experience.
  - 2 years, but less than 3 years of experience.
  - 1 year, but less than 2 years of experience.
  - Less than one (1) year of experience.
  - I have no experience in working at case management.
- \* 6. What is your proficiency level in using and troubleshooting the Office 365 Suite?
  - Beginner
  - Intermediate
  - Proficient
  - Advanced
- \* 7. Do you have experience training staff individually or in small groups on different platforms/applications?
  - Yes    No
- \* 8. Describe, in detail, your experience working in training staff individually or in small groups; include the employer's name and dates of employment. Please do not type "See Resume". If no experience, enter "N/A."
- \* 9. Describe in detail any help desk/troubleshooting experience working in case management; include the employer's name and dates of employment. Please do not type "See Resume". If no experience, enter "N/A".
- \* 10. Please select the teleconferencing platforms that you are familiar with below
  - Zoom
  - Microsoft Teams
  - Cisco WebEx
- \* 11. Describe in detail your experience working with the above-selected teleconferencing platforms; include the employer's name and dates of employment. Please do not type "See Resume". If no experience, enter "N/A."
- \* Required Question