

**UNITED STATES BANKRUPTCY COURT  
SOUTHERN DISTRICT OF CALIFORNIA**

<b>Job Title:</b>	<b>Information Technology Specialist</b>	<b>CL-26</b>
<b>Occupational Group:</b>	<b>Administrative Court Support</b>	

**Job Summary**

Information Technology Support Specialists are part of the information technology team that performs end user support activities. IS Specialists perform work related to designing, setting up, and maintaining computer systems, provide help desk support for end users, and provide technical support in installing and configuring computer hardware and software programs, as well as second-level end user support. IS Specialists perform complex troubleshooting for hardware and software systems. Their duties may also include collaborating with supervisors, managers, executives, and judges.

Information Technology Support Specialists are on the Information Systems team, located in the clerk's office.

**Representative Duties**

- Inquires, researches and analyzes difficulties encountered by users and determines problem sources and potential solutions. Responds to help desk calls and e-mails, logs computer problems, and assists with problems. Assists with web access. Provides information and assistance to users on applications such as word processing and data entry. Assists with creating user accounts, assigns passwords, and provides end user training.
- Creates and runs reports. Installs or assists in the installation of upgrades or new or revised off-the-shelf/desktop releases. Designs, configures, and implements computer hardware and operating system software. Develops standard guidelines to guide the use and acquisition of software and to protect vulnerable information.
- Provides support for mobile computing devices and remote access, including notebooks, Blackberry devices and mobile phones. Confirms that back-ups are run. Performs inventory control duties.
- Provides support for courtroom technology including audio visual equipment. Assists with installation and training of new courtroom technology.
- Provides cabling support.
- Prepares and maintains the documentation and standard operating procedures and checklists for end users and other technicians. Troubleshoots hardware and software problems throughout the court, including chambers. Performs basic system support for telephone systems, such as additions, deletions, and moves. Analyzes help desk log. Creates user accounts. Creates local court forms from off-the-shelf software. Customizes programs for local needs and trains personnel in their use. Provides day-to-day systems backups and verifies the validity of data.
- Maintains contact with other information technology court personnel at different locations and levels for the purpose of keeping abreast of developments, techniques, and user programs. Monitors day-to-day operations of the equipment and systems. Acts as the technical expert in solving computer system problems.
- Recommends hardware, equipment, and software updates. Assists in evaluation, and procurement of equipment, software, services and automation training.
- Performs disaster recovery operations. Provides user support, training, and problem resolution for systems-related problems. Plans for disaster recovery operations and testing, including desktop anti-virus. Produces useful system documentation, and performs system startup and shutdown procedures, and maintains control records.
- Manages and coordinates the timely repair of hardware including UNIX/LINUX computers, personal computers and other related communications devices and printers. Installs, troubleshoots, and configures TCP/IP access to applications.

- Trains users to work with computer systems and programs. Diagnoses hardware and custom off-the-shelf software problems, and replaces defective components. Maintains and administers computing environments, including computer hardware, systems software, and all configurations. Recommends changes to improve systems and configuration, as well as determines hardware or software requirements related to such changes. Interacts with non-technical users to understand and determine their administrative and legal needs, and whether they can be addressed through automation.
- Develops and implements short-term and long-range automation improvement plans for the court, ensuring that the changes can be implemented with minimal disruption at the court site.
- Researches, learns and develops technical knowledge and proficiency on new projects, newly acquired or developed systems and unfamiliar tasks. Recommends, schedules, plans, and supervises the installation and testing of new products and improvements to computer systems.
- Installs, configures, and supports computer work stations, including all application software and remote access tools on desktop, laptop and PDA devices. Troubleshoots quality control and security issues. Prepares computers for security purposes with new software updates, password protections and hardware lock downs. Ensures all PCs have current software updates and virus guard updates.
- Collaborates and consults with Systems Team members on their technical assignments and provides relief coverage in their absence.

#### **Factor 1 – Required Competencies (Knowledge, Skills, and Abilities)**

##### **Information Technology and Automation**

- Knowledge of, and skill in, using supported applications and their design. Knowledge of capabilities, limitations, and functional applications of information technology. Knowledge of operating systems, servers, and workstation products. Knowledge of Local Area Networks (LANs) and Wide Area Networks (WANs), including systems security standards, data communications security and privacy techniques. Ability to meet established deadlines and commitments. Skill in analyzing, interpreting, and presenting research findings to prepare design specification.
- Excellent diagnostic and problem-solving skills are essential. Skill in identifying complex problems and reviewing related information to develop and evaluate options and implement solutions for supported applications. Skill in analyzing court information technology needs, including evaluating supported applications.
- Mastery of the latest available electronic technology and hardware and software programs. Good knowledge of hardware, software and network configurations of a business environment. Skill in analyzing and integrating hardware and software. Knowledge of telephone and wireless systems. Skill in performing routine hardware maintenance. Ability to implement, operate, and document information technology systems considering both hardware and software issues. Skill in training court personnel in relevant hardware and software programs. Ability to train users, build and maintain hardware images and build anti-virus and other security concerns on the desktop. Knowledge of custom off-the-shelf computer hardware and software programs. Knowledge of computer processes and capabilities, including a general understanding of case management systems. Ability to perform software and hardware maintenance and troubleshooting.

##### **Court Operations**

- Knowledge of court policies, procedures, and guidelines.

##### **Judgment and Ethics**

- Knowledge of and compliance with the *Code of Conduct for Judicial Employees* and court confidentiality requirements. Ability to consistently demonstrate sound ethics and judgment.

**Written and Oral Communication/Interaction**

- Ability to communicate technical information effectively (orally and in writing) to individuals and groups to provide information. Ability to interact effectively and appropriately with others, providing customer service and resolving difficulties while complying with regulations, rules, and procedures. Ability to work as part of a team.

**Budget, Finance and Procurement**

- Knowledge of internal controls concerning procurement, inventory, and receiving of materials, including property management internal controls.

**Human Resources**

- Skill in mentoring and training employees with varying educational backgrounds and aptitudes.

**Factor 2 – Primary Job Focus and Scope**

Information Technology Support Specialists coordinate the timely repair of hardware. Employees advise and make recommendations to information technology management on matters that take into consideration complex information technology issues within the court unit. The potential consequences of errors in judgment include systems not being available when needed or systems not performing or functioning as required. This can result in security breaches, lost productivity, negative perceptions of the judiciary and increased costs.

The IS Specialist supports the front-end of the court unit's IT systems and has significant interactions with end users. Properly designed and set-up systems significantly enhance end users' ability to store and retrieve information which is the core mission of the court unit. The potential consequences of errors in judgment include purchases and set-ups that perform poorly and/or do not meet end users' needs. This can result in decreased productivity, increased costs and lost data.

Information Technology Support Specialists troubleshoot more complex hardware and software problems based on the understanding of the needs and priorities of the end users and gathering and analyzing information to determine (or recommend) the best course of action. IS Specialists are very customer-service oriented with users, as well as member of other courts. They must present a professional and capable persona to ensure trust and reliability in what they are saying and telling the users to do. Failure to perform their tasks proficiently could result in the unit not reaching its goals. IS Specialist errors in judgment, (e.g. buying the wrong software program,) could result in the court not being able to return the product and the budget may not allow for the purchase of the correct software. This could affect the entire court and reflect badly on the unit.

**Factor 3 – Complexity and Decision Making**

Information Technology Support Specialists make decisions within the context of professional and judiciary standards, broad policies, or general goals. They resolve problems, questions, or situations based on advanced and thorough knowledge and experience with court policies, practices, guidelines and information resource management bulletins. IS Specialists work independently in resolving complex systems problems and managing information technology projects, however does receive general direction from the Information Systems Manager. Identifying the cause of a problem is difficult and creates complexity in the tasks of this position. Technological developments necessitate frequent upgrade of the systems requiring the incumbent to acquire new skills and knowledge

**Factor 4A – Interactions with Judiciary Contacts**

The primary judiciary contacts are peers, senior management, judges, chambers staff, court unit staff, and Administrative Office staff for the purpose of leading and coordinating information technology staff and managing information technology projects.

**Factor 4B – Interactions with External Contacts**

The primary external contacts are other courts, end users and vendors for the purpose of developing,

designing, modifying applications, ordering equipment and coordinating warranties.

**Factor 5 – Work Environment and Physical Demands**

Work is performed in an office setting. Employees may be required to lift and move moderately heavy items, such as computer equipment. The position may also involve extended sitting and repetitive movement.