

**Idaho Courts
Position Description**

Position Title: Field Service Technician
Effective Date: April 2022
Salary Grade/Range: Grade 13/\$41,281 - \$51,656 - \$63,892
FLSA Status: Non-Exempt
EEO Job Category: Technician

General Position Summary:

The IT Support Technician supports all computer-related functions for the Idaho Supreme Court in the trial courts in a judicial district. The position performs a variety of duties including, but not limited to, computer troubleshooting in courtroom and office environments that includes desktop, portable and remote devices; all peripheral devices; application and enterprise system support; troubleshooting all computer hardware and software issues; and performs computer repairs, installation, and configuration of standard business software, as well as custom court software. Has accountability for computing services and equipment. Duties include scheduling, customer service, responding to service tickets, testing and quality control. The position is located in the Sixth Judicial District and reports to the Deputy CIO or designee.

How We Work:

The Administrative Office of the Courts is committed to supporting the mission of the Idaho Courts through the use of an agile approach that aligns strategy, work, and capacity. This approach empowers our employees to respond quickly and efficiently to meet the needs of our customers: citizens, courts, judges, employees, and other stakeholders. We believe in continual improvement of our services and products to better serve and support our customers and the evolving environment. Employees are future-focused, take initiative, and are personally responsible for work delivery and professional growth. Our leaders are committed to professional development and growth of employees by empowering and supporting motivated individuals; providing clarity and focus for projects; giving those individuals the environment and support they need; and fostering a culture of collaboration, transparency, learning, trust and shared accountability.

Major Duties and Responsibilities: (The examples provided do not cover all of the duties which the incumbent of this position may be required to perform.)

- Understands court processes to ensure that problem solutions match user needs in an appropriate manner.
- Manages and maintains local computing infrastructure and devices within assigned districts and/or regions statewide.
- Work closely with IT leadership and district court leadership to prioritize daily tasks and projects while providing responsive and timely end-user customer support.
- Responsible for all aspects of problem diagnosis, communication and break/fix solutions in accordance with IT policies and procedures, including the ability to provide or locate alternate work methods and/or solutions as necessary.
- Performs installation, configuration, and troubleshooting of standard user desktop/laptop computing hardware, printers and peripheral devices in accordance with IT procedures.
- Performs installation, configuration, and troubleshooting of standard conference room devices (i.e., Zoom based DTEN devices) in accordance with IT procedures.
- Coordinates and/or migrates customer data and information from decommissioned devices to new equipment.
- Installs, configures, and maintains software on mobile devices.
- Works with IT colleagues to assist in coordinating equipment shipments and receivables as well as processing surplus equipment in accordance with Court procedures.
- Informs inventory system by keeping up-to-date and accurate records of serialized asset information.

- Works closely with court staff and local administration with office moves, adds, and changes as required.
- Assists with maintaining and updating user account information and group permissions.
- Corresponds with users and staff concerning issue status, resolution, and task completion.
- Escalates issues are to other members of the technical services team as appropriate.
- Works with IT staff to installs, configures, and maintains courtroom audio recording hardware, software, and data archives.
- Troubleshoots basic LAN/WAN connectivity for all networked devices; coordinates troubleshooting efforts with appropriate IT staff and informs local administration with resolution status.
- Collaborates with IT staff to test, troubleshoot and validate new hardware and applications.
- Assists with security needs and data recovery to include virus/spam removal with end users; uses decryption codes and necessary files to support hard drive troubleshooting and data recovery as necessary.
- Reports observed security issues/breaches to supervisors within IT and local administration as necessary.
- Works with IT staff and vendors to determine warranty or repair status.
- Monitors service desk incidents and service requests. Verifies issues are handled in a timely manner.
- Attends meetings as required.

Special Note

The IT Field Service Technician position is a fulltime, temporary position with benefits. Funding has been established for the position through December 31, 2024; depending on funding, may be subject to a reduction in hours or discontinued on or after that date.

Minimum Qualifications:

The Idaho Courts reserve the right to consider an equivalent combination of education, training, and/or experience necessary to successfully perform the major responsibilities of the position.

Education and Experience:

- Three years of IT support experience.
- Bachelor’s Degree preferred.

Knowledge, Skills, and Abilities:

- Knowledge and experience with Microsoft Windows 2016 and Windows 2019 based servers;
- Knowledge and experience with Windows Active Directory and policy management preferred;
- Knowledge of enterprise video conferencing systems;
- Knowledge and experience with Microsoft Windows 10, and Windows 8.1;
- Knowledge and experience Microsoft Office and Microsoft 2016;
- Knowledge of basic network (wired and wireless) configuration and troubleshooting;
- Knowledge of court processes and court information systems preferred;
- Skill in providing excellent customer service;
- Ability to travel throughout the judicial district as needed;
- Ability to communicate effectively verbally and in writing;
- Ability to understand impacts of software, system, or application changes on customers;
- Ability to handle a heavy support/call volume and prioritize based on customer needs and impacts;
- Ability to work independently.

The Idaho Judiciary is an equal opportunity employer. Hiring is done without regard to race, color, national origin, sex, age, religion, socioeconomic status, sexual orientation, gender identity, disability, or any other applicable legally protected status. In addition, preference may be given to veterans who qualify under state and federal laws and regulations. If you need special accommodation for applying or interviewing, please notify human resources.

Created: 3/2022 SG