

**Idaho Judicial Branch  
Position Description**

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**Position Title:** IT Service Delivery Technician I/II  
**Effective Date:** July 2022  
**Salary Grade/Range:** Grade 12/13: \$20.19/per hour - \$29.80/per hour (\$42,000 - \$62,000)  
**FLSA Status:** Non-Exempt  
**EEO Category:** Technicians

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**General Position Summary:**

This position provides advanced front-line user support and serves as a primary contact for clients who experience service interruptions or seek assistance with information technology issues, products, services, and court applications. Incumbents use in-depth knowledge of computer technology and processes to provide support services to end-users or other technical support personnel in resolving user problems. Additionally, this position functions as an internal point of escalation for other service delivery technicians, providing a higher level of instruction and problem solving. This position reports to the IT Service Delivery and Operations Manager.

**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.)

- Serves as the primary customer contact for all incoming and assigned service desk cases by providing telephone, web-based, and in-person technical support;
- Provides tier one hardware and software (including, but not limited to, court application software, PC software, public access software) technical support to a variety of individuals;
- Answers routine technology questions as well as questions regarding court applications;
- Installs, tests, troubleshoots, maintains, and documents hardware and software products;
- Implements and monitors personal computer standards and procedures;
- Identifies, evaluates, and corrects hardware, software, and operational problems;
- Coordinates hardware and software updates from vendors in partnership with team members;
- Proactive maintenance and monitoring using advanced tools and solutions;
- Provides technical guidance and one-to-one training to end-users regarding hardware usage, software applications, and updates;
- Learns new software applications and technologies through working directly with technical staff and/or customers, as well as structured classroom or on-line training materials;
- Monitors problem/change activities and coordinates the involvement of staff, clients, and vendors to ensure effective planning, training, and implementation of new or enhanced systems or applications;
- Maintains thorough and informed service desk incident logs;

- Uses, updates, and assists in the maintenance of the service desk incident tracking tool and the service desk knowledge base;
- Addresses all incoming incidents quickly and efficiently, tracking progress through provided ticketing software and verifying user satisfaction upon resolution.
- Works as an active point of internal escalation for all level I technicians;
- Creates and documents training materials for the instruction and training of level I technicians;
- As directed by the team lead, outlines and executes team projects and larger scale operations;
- Escalates complex issues and requests for assistance to third-tier support personnel and/or external teams;
- Identifies, recommends, documents, and implements new processes to enhance support for end-users;
- Acquires, maintains and expands knowledge of relevant technology and applications to improve support;
- Advocates for all supported users including, but not limited to employees, public users, and vendors;
- Actively works to facilitate team work, communication, and training for all team members.

### **Minimum Qualifications:**

#### ***Service Delivery Technician I:***

##### *Education and Experience:*

- Two years of higher education or an Associate's Degree in Computer Science or a related field;
- One year of experience installing and maintaining computer hardware, software, and peripherals (scanners, printers, etc.) in a network and/or multi-platform environment as well as identifying, evaluating and resolving computer and system problems including compatibility conflicts, application operations, and hardware malfunctions;
- Experience learning new business environments and application software strongly preferred;
- Experience with service desk software;
- Industry certification such as CompTIA A+ or Network+ certification is preferred, but not required.

#### ***Service Delivery Technician II:***

##### *Education and Experience:*

- Two years of higher education or an Associate's Degree in Computer Science or a related field;
- Three years of experience installing and maintaining computer hardware, software, and peripherals (scanners, printers, etc.) in a network and/or multi-platform environment as well as identifying, evaluating and resolving computer and system problems including compatibility conflicts, application operations, and hardware malfunctions;
- Experience learning new business environments and application software;
- 3 years of experience using collaborative service desk software;
- 3 years of helpdesk/service desk experience;
- Industry certification such as CompTIA A+ or Network+ certification is preferred;

##### *Knowledge, Skills, and Abilities:*

- Knowledge and experience with Microsoft Windows 2012 or Windows 2008 based servers, to include experience with Windows Active Directory and policy management;
- Knowledge and experience with Microsoft Windows 10, Windows 8 and Windows 7;
- Knowledge and experience of Microsoft Office 2010, 2013 and 2016, and Office 365 Suites;
- Knowledge of basic network (wired and wireless) configuration and troubleshooting;
- Knowledge of basic hardware installation and troubleshooting;
- Knowledge of court processes and court information systems preferred;
- Skill in providing excellent customer service;
- Ability to problem solve effectively;
- 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, while prioritizing based on users' needs and organizational impacts.

*Special Requirements:*

- Ability to lift 50 pounds of computer equipment;
- Valid driver's license;
- From time-to-time this position may be required to travel throughout the state.

The Judicial Branch reserves the right to consider an equivalent combination of education, training, and/or experience necessary to successfully perform the major duties and responsibilities of the position.

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.

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