

**Idaho Judicial Branch
Position Description**

Position Title: IT Service Delivery Technician
Effective Date: August 2021
Salary Grade/Range: Grade 12/ \$17.04 - \$25.59 / per hour (\$36,203 - \$53,240/per year)
FLSA Status: Non-Exempt
EEO Category: Technicians

General Position Summary:

This position provides 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. At this level, incumbents use in-depth knowledge of computer technology to provide support services to end-users or other technical support personnel in resolving user problems. 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;
- Provides technical guidance and one-to-one training to end-users regarding software applications;
- Learns new software applications and technologies through working directly with technical staff and/or customers, or through structured classroom or on-line training materials;
- Monitors problem/change activities and coordinates the involvement of staff, clients, and vendors to ensure effective implementation of new or enhanced systems or applications;
- Maintains service desk incident logs;
- Uses, updates and assists in the maintenance of the service desk incident tracking tool and the service desk knowledge base;
- Uses, updates and assists in the maintenance of the service desk knowledge base;

- Escalates complex issues and requests for assistance to second-tier or third-tier support personnel;
- 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 employees, public users, and vendors.

Minimum Qualifications:

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.

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 Microsoft Office 2010, 2013 and 2016 suites;
- 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 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.

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.

Updated: 3/2020 SG