



Circuit Court of Missouri

Thirteenth Judicial Circuit

JOB DESCRIPTION

Position: Computer Information Technologist State County
Department: Information Technology Services
Reports to: Supervisor, Information Technology
Position Status: Regular, Full-Time **Exemption Status:** Exempt - 1
Salary Range: \$43,555 - \$46,259 **Last Revised:** 7/31/2020

Definition of Work:

This is journey-level professional and technical work in computer systems analysis, design, programming and/or the administration of a mainframe, midrange or microcomputer environment.

Provides assistance to users in the daily operation of the court's computer, communications and courtroom technology systems, including troubleshooting of system failures. Installs equipment and computer hardware and software, and performs minor repairs. Supports the work of the Supervisor of Information Technology and Programmer Analyst, as needed. Work may be in support of areas such as applications, Internet, operating systems, database and network administration.

Examples of Work Performed

These examples do not cover all of the work which may be performed as part of this position.

- Responds to questions from customers needing assistance; identifies problem source (hardware, software or operator error) and resolves problems; refers and discusses problems with supervisor or other designated contacts, as appropriate. Documents all issues in the helpdesk ticketing system.
- Serves as support person/customer contact for court computer, communication, and courtroom technology and AV systems.
- Onboarding of new hires including account setup and configuration.
- Configure new computers, printers, scanners and deploy to the end user and document all changes in the courts inventory database.
- Basic network support, including the creation of patch cables as needed.
- Updates standards, policies, procedures, guidelines and technical manuals as directed.
- Assists with the review of new software applications prior to full implementation to determine ease of use and detect potential problems.

- Assists with the review of performance issues and tuning of systems for optimum performance.
- Uses data security software packages to allow access to resources and functions as authorized.
- Participates in meetings, training seminars and user groups.
- Responds to emergency situations to resolve problems, as required.
- Assists with installing, maintaining, defining, organizing, controlling and protecting hardware and software products and communications and courtroom technology equipment.
- Assists with defining, organizing, controlling and protecting databases or networks.
- Assists with configuration of computer operating systems.
- Configure and support IP telephones, manage call groups and related change requests.
- Performs other related work as assigned.

Required Knowledge, Skills and Abilities

- Working knowledge of the general operating principles and capabilities of computer hardware and software, communications systems, and courtroom technology systems.
- Working knowledge of software reference libraries and related utility programs.
- Working knowledge of computer security systems and procedures.
- Working knowledge of computer networking, cabling, and telecommunications.
- Working knowledge of computer operating systems.
- Working knowledge of database management systems.
- Ability to prepare and maintain standards, policies, procedures, guidelines and technical manuals.
- Ability to analyze policies, procedures and operations, organize their component parts into system specifications, databases and/or programs and adapt them to an automated system.
- Ability to troubleshoot and resolve routine hardware and/or software problems, and communication and courtroom technology system problems.
- Ability to communicate effectively.

- Ability to establish and maintain effective working relationships.

PHYSICAL DEMANDS:

The majority of work is performed in a professional office setting. Must possess vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. The Computer Information Technologist must be able to perform the following tasks, with or without accommodation: read, write and speak English with clarity; manipulate tools necessary to install and repair computer, communication, and courtroom technology systems; ability to enter data into a computer, and perform other computer operations.

Position requires continuous sitting, upward and downward flexion of neck; fine finger dexterity and light to moderate finger pressure to manipulate keyboard, equipment controls, and other office equipment; pinch grasp to manipulate writing utensils. FREQUENT side-to-side turning of neck, walking, standing, bending and stooping, pushing/pulling, twisting at waist, moderate wrist torque to twist equipment knobs and dials; lifting objects weighing up to 25 lbs. from below waist to above shoulders and transporting distances up to 50 yards. OCCASIONAL squatting, kneeling, reaching above and at shoulder height, moderate grasping to manipulate objects; lifting objects weighing 20-35 lbs. from below waist to above shoulders and transporting distances up to 50 feet.

WORK ENVIRONMENT:

This job operates in a professional office environment. Professional attire required. Employee's presence at the work site is required to complete the job. This position routinely uses office equipment such as computers, calculators, multi-line telephones, photocopiers, printers and scanners, hand-held recording devices, filing cabinets and fax machines. This position is routinely in contact with the public, witnesses, defendants, victims, law enforcement agencies, court employees, attorneys, and members of other entities.

MINIMUM QUALIFICATIONS:

One year of professional and technical computer information technology systems experience, such as computer programming, computer systems analysis and design, or providing assistance to users, or closely related areas. ; and graduation from an accredited four-year college or university with at least fifteen (15) semester hours in computer science, computer information systems or closely related areas.

Computer information technology systems experience such as computer programming, systems analysis and design or work with primary responsibility for the configuration of computer hardware and software in, midrange and/or microcomputer environment may be substituted on a year-for-year basis for deficiencies in the stated education.

Please note this job description is not designed to cover or contain a comprehensive listing of activities, duties, or responsibilities that are required of the employee for this job. Duties, responsibilities, and activities may change at any time with or without notice.