



**Superior Court of California
County of Tuolumne
41 West Yaney Avenue
Sonora, CA 95370**

**- JOB ANNOUNCEMENT [Revised: 5/16/16] -
Information Technology Technician
(Non-Exempt, Full-time Position)**

Date Posted: May 4, 2016

**EXTENDED Final filing date: June 3, 2016, by 5:00 p.m.
(Postmarks not accepted)**

Hourly Compensation: \$22.72 to \$27.73 + Benefits

**For complete position information, application process,
and required employment application, please visit:**

<http://www.tuolumne.courts.ca.gov/general-info/employment-opportunities-application.shtml>

Tuolumne County:

The County of Tuolumne (population 57,000) is located in the heart of the California "Mother Lode" gold country region and was incorporated in 1850 as one of the original 27 counties in the State of California. Stretching from the foothills to the crest of the Sierra Nevada Mountains, Tuolumne County is a recreational paradise and a wonderful place to live. The area contains historic gold mining towns, the pristine Emigrant Wilderness, world-renowned Yosemite National Park, and numerous lakes and rivers. Its proximity to San Francisco (2 hours) and Sacramento (2 hours) makes the County easily accessible year around.

The Position:

Under general supervision and in support of the Court's Information Technology (IT) function, the incumbent in this journey level class is responsible for performing a broad range of technical duties in the areas of desktop support, network support, telecommunications, Court's case management system, jury systems, security systems and equipment, and generating reports; performs related duties as required.

Representative Duties:

(For illustrative purposes only – does not include all of the duties that may be performed)

- Answer phone and email requests for IT Help Desk support, and prioritize all inbound requests by urgency and importance. By end of the first 90 days, maintain a daily target closure rate of 80% by resolving issues and escalate remainder. Open and update trouble tickets on all issues.
- By end of the first 6 months, comfortably troubleshoot user issues with desktop equipment, peripherals and telecom equipment. Identify root cause and apply logical problem solving techniques to resolve issue or recommend action. Escalate unresolved issues and participate in post mortem discussion of causes and remediation.
- Maintain the health and sustainability of the server environment by monitoring the system logs for servers, UPS's and network equipment. Identify symptoms of current or imminent problems and research solutions and recommend or perform preventative maintenance. Apply updates and security patches as needed.
- Document problems as they are resolved and record their solutions. Write or update procedures and processes for recurring tasks for future reference and training needs. Maintain change logs for all servers and network systems. Perform backups of router, switch, and server configurations.
- Before end of first year, participate in projects within and between departments. Perform upgrades and new installations. Prepare and participate in end user training on new hardware and software. Test, implement and troubleshoot hardware, software and processes as part of projects. Contribute to project planning through research, design and testing.

Judgment and Responsibility:

The incumbent receives general instructions with limited to moderate supervision. Incumbent works from objectives set by supervisor and independently organizes and carries out most assignments in accordance with standard practices, instructions, or previous training. Incumbent may independently handle some non-routine situations.

MINIMUM QUALIFICATIONS:

Education/Experience:

Any combination of training and experience that could likely provide the required knowledge and abilities may be qualifying. A typical way to obtain this would be:

Education: Associate's degree, preferably in Computer Science or Management Information.

Experience: One to two years Assistant IT Engineer or relevant professional IT experience that demonstrates the knowledge and ability to perform the essential duties.

Demonstrated Knowledge of:

Ability to accomplish the representative duties above; the knowledge of one or more of the following is preferred:

Computer technologies, including client/server architecture, TCP/IP networking, virtual server and/or virtual desktop, Active Directory, VLANs, SANs, Microsoft Exchange, and VOIP.

Demonstrated Ability to:

Provide effective technical support.

Provide excellent customer service.

Effectively communicate technical hardware and software issues to non-technical users.

Establish and maintain effective working relationships with those contacted in the course of the work.

Use initiative and judgment within established procedural guidelines.
Organize and prioritize own work in order to meet deadlines.
Work closely with the IT Manager as half of a high-performing team.
Maintain professionalism in all dealings with internal and external customers.
Maintain confidentiality in the course of work.
Maintain a valid California driver's license.
Pass a pre-employment fingerprint and professional background check.

Physical Requirements:

The physical demands described here are representative of those that must be met by an incumbent to successfully perform the essential functions of this job. In compliance with state and federal law, the court will engage in the interactive process to provide a reasonable accommodation for any qualified incumbent or applicant with a disability.

While performing the duties of this job, the incumbent is constantly required to sit, stand, walk, and use hands and fingers to handle or feel objects, tools, and controls. The incumbent is frequently required to talk, hear, reach, bend, stoop, kneel, and crouch, and may occasionally work in confined or restricted work site areas, climb ladders, balance, and operate a vehicle. The incumbent must be able to lift and/or move up to 50 pounds, including occasionally carrying objects up and down stairs in two different buildings that have no elevators.

Specific vision abilities required by this job include near vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Benefits:

- CalPERS retirement plan (employee pays the employee's 7% EPMC on a monthly pre-tax basis);
- CalPERS Medical Retirement;
- Potential to accrue 240 hours of Personal Time Off for vacation or sick leave usage;
- 13 paid holidays per calendar year;
- 16 hours of paid floating holidays per calendar year;
- Monthly court contribution toward monthly health insurance premium costs – amount varies according to employee's plan elections, dependents, and whether employee chooses to partially or totally waive one or more of the Court's health plan(s);
- Court-paid \$40,000 Group Term Basic Life Insurance plan;
- Court-paid Short-term and Long-term Disability plans;
- Tuition Reimbursement program;
- Computer loan program with 3-year interest-free loan for purchases up to \$3,000

How to Apply and Selection Procedure

Interested applicants must submit a completed and signed Tuolumne Superior Court employment application, a resume, answers to the Supplemental Questions listed on the following page, and their completed Certification form (see last page) in order to be considered for this position. Incomplete application packets and late submissions will not be accepted.

Please forward all required application materials to:

Superior Court of California, County of Tuolumne - Attn: HR Dept.

41 West Yaney Avenue - Sonora, CA 95370

pam@tuolumne.courts.ca.gov

Fax: (209) 533-6607

- Application packets evaluated as best qualified according to the position criteria will be invited to participate in a panel interview to measure the candidates' IT knowledge and skills.
- If you have any questions concerning the above or wish to request reasonable accommodation for this application process, please send your message to the above email address, or call (209) 533-6914 between the hours of 8:00 a.m. and 5:00 p.m., Monday through Friday.

**Supplemental Questionnaire & Certification
Information and Instructions:**

Please answer the five Supplemental Questions below by presenting them in a typed, concise, and narrative form, using detailed examples to support your answers. Your answers to the questions and your signed and dated Certification form (see last page) must be submitted with the other required documents in your Tuolumne Superior Court employment application package in order for you to be considered for this position. If additional pages are needed to answer the Supplemental Questions, please include your name and date at the top of each page.

– SUPPLEMENTAL QUESTIONS –

Please describe in detailed narrative form why you think you would succeed in performing the following essential IT Technician job duties:

- 1. Answer phone and email requests for IT assistance.**
- 2. Troubleshoot user issues with desktop equipment, peripherals and telecom equipment.**
- 3. Monitor the health and sustainability of the server environment.**
- 4. Document procedures and processes for future reference and training needs.**
- 5. Participate in projects within and between departments.**



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CERTIFICATION:

I certify, by my signature below, that all statements made in the Supplemental Questionnaire were written by me, and that they are true and complete. I understand that any misstatement of material fact(s) will subject me to disqualification from this application process.

Applicant Name

Applicant Signature

Date

POSITION APPLIED FOR: Information Technology Technician