APPLICATIONS BEING ACCEPTED

SUMMIT COUNTY COURT OF COMMON PLEAS
DOMESTIC RELATIONS DIVISION

POSITION:	IT HELP DESK
SALARY:	$42,000 - $49,000 per annum
DURATION OF EMPLOYMENT:	Full-time permanent employment following 180-day period of probationary employment
LOCALE OF EMPLOYMENT:	Summit County Court of Common Pleas Domestic Relations Division 205 S. High St., Akron, OH 44308
JOB DESCRIPTION:	SEE ATTACHMENT
JOB QUALIFICATIONS:	Provide help desk services as support for the Court's computer systems users. Knowledge of Microsoft's Office Suite, MS Server, printers, desktop/laptop hardware, mobile devices, and an understanding of network infrastructure a must. Education: Bachelor's Degree, Associate's Degree, Certifications, and all relevant work experience will be considered. Ability to perform intricate functions with hands. Available for emergencies 24 hours a day.
APPLICATION:	Letter of Interest, Resume and three references must be sent via email in word/pdf format to: tmclaughlin@drcourt.summitoh.net
POSTING DATE:	APPLICATIONS ACCEPTED STARTING WEDNESDAY,FEBRUARY 10, 2021 THROUGH TUESDAY, FEBRUARY 16, 2021. **NO APPLICATION WILL BE ACCEPTED AFTER 4:00 P.M. ON TUESDAY, FEBRUARY 16, 2021.**

A N E Q U A L O P P O R T U N I T Y E M P L O Y E R

SUMMIT COUNTY COMMON PLEAS COURT
DOMESTIC RELATIONS DIVISION

An Equal Opportunity Employer

POSITION TITLE:	Help Desk Technician	**CLASSIFICATION:**	Exempt
DEPARTMENT:	IT Department		
REPORTS TO:	Court Administrator	**PAGE:**	1 of 2

POSITION SUMMARY:

Under direction of the Court Administrator of the Domestic Relations Court investigates and resolves software and hardware problems of computer users. Performs other related duties as required and may be cross-trained to assist with other departmental duties.

ESSENTIAL DUTIES AND RESPONSIBILITIES OF THE POSITION:

The following duties are normal for the position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

1. Provides help desk telephone support to end users on software applications, including Cougar [the Court's case management system] MS Office Suite, Windows OS, Internet, and all other court related software.
2. Provides help desk support to end users, including PC Desktops, laptops, and printers.
3. Performs hardware installation, troubleshooting on PC's, printers, and mobile devices.
4. Installs and configures user workstations and PC software.
5. Prioritizes users problems with hardware, software, networking, and other computer-related technologies (e.g. answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance, etc.).
6. Leads users through diagnostic procedures; determines source of problem; handles problem recognition, research, isolation, resolution, and follow-up for routine user problems.
7. Logs and tracks calls (e.g., problem management database, history records, related documentation, etc.); analyzes and evaluates incident reports; makes recommendations to reduce incident rate.
8. Calls software and hardware vendors to request service regarding defective products.
9. Prepares statistical reports (e.g., help desk incident report, etc.)
10. Assists in writing or revising user training manuals and procedures; assists in developing training materials such as exercises and visual displays as related to IT.
11. Trains users on software and hardware on-site or in classroom, or recommends outside contractors to provide training.
12. Maintains information on Court's web site.
13. Maintains and provides detailed inventory report for the Comprehensive Annual Financial Report (CAFR).
14. Assembles provided information for Supreme Court Report .
15. Monitors backup media
16. In all functions of this position the employee must maintain confidentiality of client data, information and records
17. Other duties as assigned.

Date Adopted:
Date Revised: 2/10/21

SUMMIT COUNTY COMMON PLEAS COURT
DOMESTIC RELATIONS DIVISION

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POSITION TITLE:	Help Desk Technician	**CLASSIFICATION:**	Exempt
DEPARTMENT:	IT Department		
REPORTS TO:	Court Administrator	**PAGE:**	2 of 2

QUALIFICATION STANDARDS:

Any combination of training, work experience, or equivalent, that indicates possession of the skills, knowledge, and abilities listed below:

Education: Preferred Associate's degree or a Bachelor's degree from accredited university, plus Microsoft Certified Professional (MCP) in Windows or Microsoft Certified Solutions Associate (MCSA) in Windows Server, or one to two years related experience and/or training in the following: Microsoft Office Suite, Microsoft Windows 7, Microsoft Exchange Server 2008 or 2010, PC hardware trouble shooting, basic network skills, and knowledge of TCP/IP, or equivalent combination of education and experience.
Requires knowledge of Microsoft Operating Systems, other Server Applications, and Internet applications including Internet Explorer

Knowledge, Skills, and Abilities: Requires a high level of competency using word processing, spreadsheets and database applications

Develop an understanding of the Cougar case management system after employment

Requires the ability to work as an individual and as part of a team.

Requires the ability to communicate effectively, both verbally and in writing, to establish positive public relations and to interact effectively with judges, co-workers, vendors, and the public.

Position Type/Expected Hours of Work: Requires alertness and attention to detail to ensure accuracy. Requires concentration when composing replies to routine inquiries.

This is a full-time position and regular hours of work and days are Monday through Friday 8:00 a.m. to 4:00 p.m.; however, this position may require some on the job training as well as evening and weekend work.

SPECIAL REQUIREMENT: Available for emergencies twenty-four hours a day
Pre-employment testing required; criminal background checked, pre-employment drug and alcohol screening required.

Date Adopted:
Date Revised: 2/10/21