

# ARIZONA SUPERIOR COURT IN PIMA COUNTY

## Job Description

**Job Title:** Information Technology Specialist, Lead  
**Job Code:** 8431  
**Pay Grade:** 59  
**FLSA Status:** Non-exempt



### **PURPOSE OF CLASSIFICATION:**

The incumbent will perform in a lead role for Information Technology Specialists, who provide technical assistance and customer service to court staff with technology related issues, including hardware installation, problem troubleshooting and resolution, software installation and configuration, in person, via telephone or from remote location. This position is distinguished from Information Technology Specialist by the ability to research and problem-solve more complex and/or non-standard issues, ensure that requests are finalized and customers have the computing resources to perform their jobs.

### **ESSENTIAL FUNCTIONS:**

- Coordinates the daily workload of the Technical Services unit, prioritizes the requests to respond to, responds to escalated or sensitive unit issues avoiding the need to have management involvement.
- Leads, observes, and supports the technical support response to customers and the quality of customer service provided by coworkers in unit.
- Performs all of the same work functions of information technology specialist position as required.
- Meets with customers on behalf of division managers and/or the director as directed.
- Acts as a mentor to information technology specialists by providing guidance with installation, configuration, and troubleshooting of technology hardware, software, and delivery of consistent and high-level customer service.
- Provides audio-visual system set-up and support as directed, including PC multimedia presentations with multiple digital audio-video formats (WMA, WMV, MPEG), proprietary video players, video conferencing, and digital audio recording systems.
- Tracks assigned computer support requests and related progress until resolved.
- Coordinates multiple tasks and priorities to meet established schedules and goals.

### **ADDITIONAL RESPONSIBILITIES/DUTIES**

- Assists with training of new and current information technology specialists as directed.
- Provides input to the division managers or directors regarding the performance of information technology specialists throughout the review period.
- Performs related duties and projects as assigned.

**KNOWLEDGE, SKILLS, AND ABILITIES:**

- Must have detailed knowledge of Windows operating systems, MS Office Suite components.
- Must have working knowledge of communications protocols, court network design, in-house designed and other primary software systems used by court staff.
- Must have the skills and abilities to determine if a problem is caused by a software or hardware malfunction and perform basic hardware installation.
- Must have excellent customer service skills, including attention to detail, follow-through, and customer satisfaction achievement.
- Must have the ability to demonstrate a high-level of resourcefulness, judgment, follow-through, and sound decision-making.
- Must have the ability to effectively communicate with a diversity of individuals, such as judges, court staff, management employees, and vendors.

**MINIMUM REQUIREMENTS:**

A High School Diploma or equivalent G.E.D. Certificate and four years of technical support work experience in support of in-house customers with desktop computers and peripherals; OR, an Associate’s degree in computer science, management information systems or a directly related field and two years of technical support work experience; OR, graduation from an accredited computer technology program and three years of employment experience providing PC hardware/software technical support; OR, any equivalent combination of education, training and/or work experience approved by Human Resources.

**LICENSES AND CERTIFICATES:**

Must have a valid Arizona Driver’s license at the time of appointment.

**PHYSICAL DEMANDS/WORKING CONDITIONS:**

Typically performs duties in an office environment and may lift materials and/or equipment 35 lbs or less. Periodically required to lift and carry computer monitors, processors, printers and crawl under/around furniture or workstations to connect/disconnect cables and wires.

**DISTINGUISHING CHARACTERISTICS:**

This is a classified position that reports to Information Technology Services Manager. This position performs duties under general supervision and has working lead responsibilities for the technical support unit.

Date: 12/18/98  
Revised: 02/18/05; 09/13/12

Approved by: \_\_\_\_\_  
Hiring Authority Date

\_\_\_\_\_ Date  
Director, Human Resources