

# ARIZONA SUPERIOR COURT IN PIMA COUNTY

## Job Description

**Job Title:** Information Technology Specialist  
**Job Code:** 8430  
**Pay Grade:** 55  
**FLSA Status:** Non-exempt



### **PURPOSE OF CLASSIFICATION:**

Provide technical assistance to court staff with computer and audio-visual technologies. Provide support for computer hardware and software on desktop and portable computers. Support audio-visual systems and related hardware and software.

### **ESSENTIAL FUNCTIONS:**

- Provides both in-person and telephone technical support, including problem identification, research, and troubleshooting, for resolution of computer hardware, desktop software, and basic network connectivity problems.
- Installs and provides maintenance support of printers, operating systems, standard office automation applications such as word processing, electronic mail, spreadsheets and other applications.
- Answers questions, resolves technology problems for customers in person, via telephone or from remote location.
- Performs routine hardware and software installation, configuration, testing, maintenance, and upgrades.
- 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**

- Provides equipment inventory maintenance as assigned.
- Identifies and reports technology-related policy compliance problems such as approved use, software licensing, and related IT policy compliance issues.
- Performs other duties and projects as assigned.

### **KNOWLEDGE, SKILLS, AND ABILITIES:**

- Must have extensive knowledge of Microsoft Windows based operating systems and Microsoft Office Suite applications.
- Must have a working knowledge of databases, basic network configurations, communication protocols, connectivity troubleshooting, client/server application concepts, and internet-related disciplines and applications.
- Must have strong logical and technical troubleshooting skills in order to provide efficient and effective technology problem diagnosis and resolution.

- Must have the ability to be resourceful and effective when troubleshooting new or unfamiliar problems.
- Must have excellent skills in customer service.
- Must have the ability to work well individually or in a team environment, including the ability and willingness to cooperate, share information, and assist coworkers with problem solving.
- Must have the ability to communicate effectively and successfully with customers of varying skill levels, communication styles, and personality types.

**MINIMUM REQUIREMENTS:**

A High School Diploma or equivalent G.E.D. Certificate and two 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; OR, graduation from an accredited computer technology program and two 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 lift materials and equipment 35 lbs or less. Routinely required to lift and carry computer terminals, processors, printers and crawl under 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 no supervisory responsibilities.

Date: 12/18/98  
Revised: 02/23/05; 09/10/12; 11/07/12

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

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