

VERMONT JUDICIAL BRANCH

PC SUPPORT SPECIALIST

Court: District and Family Court

Supervisor: Court Manager

Job Code: 94281J

Exempt/Non-exempt: Non-exempt

Pay Grade: 17

Union Eligible: Y

PURPOSE:

Technical work in information technology including networking and systems support in a trial court environment. An incumbent participates in the day to day activities of an information technology division and may work in a variety of areas. General supervision is provided by the on-site Court Manager at the Costello Courthouse in Burlington.

ESSENTIAL JOB FUNCTIONS:

- \$ Installs or will assist with the installation of hardware and software and peripheral components such as monitors, keyboards, and printers.
- \$ Loads specified software packages such as operating systems and applications such as word processors, spreadsheets and internet tools.
- \$ Learns to operate and trains users in the operation of software packages.
- \$ May assist with testing and debugging of applications, and documents completed work.
- \$ Responds to inquiries concerning systems operation and performs initial diagnosis of computer or printer problems.
- \$ Assembles and configures hardware and associated services.
- \$ Refers major hardware problems to service personnel for correction.
- \$ May assist with network hardware and software upgrades and establishment of user environments, directories, and security networks.
- \$ May maintain hardware and software inventories and records of change requests.

OTHER DUTIES AND RESPONSIBILITIES:

- \$ Performs related duties as required.

The above statements provide the general nature and level of work performed by employees of this classification. It is not intended to be an exhaustive list of all the responsibilities, duties and skills required of this classification. Actual assigned duties may differ due to the varying needs of the Judiciary.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

(Required to perform the essential functions of the job.)

Education: High school diploma or GED.

Experience: Two years experience including two or more of the following: (1) using a computer to enter, retrieve, edit, and manipulate data or records; (2) helping staff use computer systems and answering common staff questions and troubleshooting to resolve computer problems; or (3) extensive experience working with Windows 95/98/NT, word processing, spreadsheet and internet software.

Note: Nine college credits in computer science may be substituted for the experience requirement.

- \$ Knowledge of the basic capabilities of a computer system and related peripheral equipment
- \$ Knowledge of Windows 95/98/NT, word processing, spreadsheets and internet software programs.
- \$ Awareness of the role of software in a computer system.
- \$ Awareness of records maintenance and storage systems.
- \$ Ability to think creatively and logically.
- \$ Ability to prepare clear and concise written documentation.
- \$ Aptitude for analyzing problems and solving them using logical sequences.
- \$ Ability to establish and maintain effective working relationships.
- \$ Ability to interact and communicate effectively with emphasis on strong interpersonal skills.
- \$ Ability to operate, and install data processing hardware equipment.
- \$ Ability to communicate effectively with co-workers and supervisors.
- \$ Awareness of basic trouble-shooting techniques in data processing operations.

P:jobspecs.union/pc.support.trainee.jobspec

Source: Job Description (1999)