

VERMONT JUDICIAL BRANCH

INFORMATION TECHNOLOGY SPECIALIST I

Court: Research and Information

Supervisor: RIS Manager

Job Code: 05710J

Exempt/Non-exempt: Non-exempt

Pay Grade: 20

Union Eligible: Y

PURPOSE:

Entry level work in one or more areas of information technology in support of the Judiciary. Assembly, installation and configuration of computer hardware and software. Provides first level support by taking calls and handling the resulting incidents or service requests, Responsibilities include initial assessment, triage, research and resolution of basic incidents and requests regarding the use of application software products and/or infrastructure components. Provides technical assistance and training to system users. The incumbent works under the close supervision of a technical supervisor.

ESSENTIAL JOB FUNCTIONS:

- Answers, evaluates, and prioritizes incoming telephone, voice mail, e-mail, and in-person requests for assistance from users experiencing problems with hardware, software, networking, and other computer related technologies
- Performs initial diagnosis of simple computer or peripheral problems.
- May assist with installation of networking cabling or equipment.
- May participate in testing and debugging of hardware and software and documents completed work.
- Must follow change management procedures.
- Performs password resets in a helpdesk setting and establishes user profiles and environments.
- Maintains hardware and software inventories.
- Provides instruction to users on operation of computer hardware and software.
- Maintains computer inventory, ticket system, and complies with change management procedures.
- May assist with annual computer hardware physical inventory and hardware lifecycle tasks.
- The job entails the operation of various types of electronic equipment and new equipment may be introduced at any time.
- This position is responsible for all duties defined and other duties as assigned such as training other employees.

OTHER DUTIES AND RESPONSIBILITIES:

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.

ENVIRONMENTAL FACTORS:

Duties are typically performed in an office setting with normal working conditions. Depending upon duties assigned, some travel may be necessary, for which private transportation may be needed. May be called upon to lift 25 pounds.

MINIMUM QUALIFICATIONS, JOB SKILLS AND ABILITIES:

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

Education: High school diploma or GED.

Experience: Three years of experience in computer or network support or help desk.

Education may be substituted for experience at the rate of one year equals six months.