JOB SPECIFICATION

Information Technology Specialist II – CAO
Open until filled

An opening exists for an Information Technology Specialist II in Research and Information Services. The person who fills this position at the Office of the Court Administrator will be stationed in Montpelier, Vermont. Travel to other locations throughout the state will be required for which private means of transportation should be available Occasional travel to other locations throughout the state may be required. Private means of transportation is necessary. Travel will be reimbursed according to reimbursement policies of the State of Vermont. This is a Judicial Branch position equivalent to pay grade 23. Job code # 19007

Summary of Duties

This position involves providing direct support of Judiciary staff in the resolution of personal computer hardware, telecommunications and software systems issues. This includes user hardware and software, applications, operating systems, configurations, network connections, etc. Specific examples of work include:

- Provide first and second level end-user support for the Judiciary's IT users
- Log, track, route and update support calls to ensure efficient service to the end users of the Judiciary
- Coordinate second and third level support with Judiciary Support Technicians, Application Developers, Internal and External IT Service Providers
- Support operation of virtual and physical desktops, laptops, printers, scanners and other equipment
- Support operation and configuration of desktop OS environments, desktop productivity tools, and Judiciary applications
- Support user accounts, configurations, printing, network connectivity, and remote access
- Support associated hardware and software configurations
- Coordinate and support equipment installation, maintenance, and repair as required
- Travel to remote court offices when needed
- Related duties as required

Minimum Requirements

Bachelor's Degree in Computer Science
OR
Associate's Degree in Computer Science or college-level course work that includes 15 computer science credits AND two years of experience.
OR
4 years directly related experience.

Additional Preferred Qualifications

- Experience as help desk or call center staff.
- Considerable knowledge of the operation, characteristics and capabilities of the following: Virtual Environments, Wi-Fi Routers and Access Points, Windows Operating Systems, HP workstation/laptop hardware, Thin client and Kiosks, Microsoft Office.
- Microsoft, Cisco or other industry recognized certifications.
- Ability to work with people in difficult and/or demanding situations.
- Ability to communicate effectively, both orally, telephonically and in writing with technical and non- technical staff.
- Ability to establish and maintain effective working relationships.

Salary

The minimum starting salary will be $23.35 per hour with longevity increases in accordance with the State step pay plan and annual cost of living increases as enacted by the Vermont State Legislature.

Benefits

- Twelve days of vacation and sick leave are earned per year.
- Twelve holidays are paid per year.
- Group life and medical insurance are available.
- Dental coverage is effective after six months.
- Membership in the Vermont State Employees Retirement System
- Long-term retirement investment plan available (457 Plans)

Submission of Applications

Candidates shall submit a complete and up-to-date Judicial Branch Application and a resume to the following email address: jud.jobs@vermont.gov
Format E-mail subject line as follows: your name 19007 (example: Smith 19007)
An electronic version of the Application can be found at:
http://www.vermontjudiciary.org/employment-opportunities/staff-openings

Equal Opportunity Employer
Persons with disabilities who wish to apply and would like to request a reasonable accommodation to participate in any portion of the application or interview process should contact Human Resources directly.