



IT Systems Technician I/II/III

Resumes in lieu of the application form will not be considered.
Documents received after the closing date will not be considered.

Annual Salary Range: I - \$57,821 - \$69,634 II - \$61,095 – \$73,627 III - \$64,918 - \$78,287

Closing Date: March 18, 2024

Definition: Under general supervision, provides a full range of moderately complex technical support to department information systems in two or more of the following general areas: desktop support, production or server support and/or applications support. Level I is the entry technical position, Level II is the experienced technical position and Level III is journey level.

Essential Duty Summary (This List Is *Not* All Inclusive, BUT A REPRESENTATIVE SAMPLE OF DUTY FUNCTIONS):

I – Serve as the first point of contact for the provision of routine technical support to system users. Provide desktop support and end-user support by remote session, telephone email, or in person including visits to remote sites. Setup new computer workstations and laptops and supporting IT equipment. Provide incident management, troubleshooting and repairing hardware. Assists with inventory maintenance of computer equipment, software, and licenses. Moves computer equipment i.e. workstations, scanners, printers and the like. Ability to innovate, adapt, and grow into increasingly complex roles and support complex technical environments.

II - Analyzes, researches, and resolves technical problems in computer networks, cabling and connectivity issues and system integration problems. Installs, troubleshoots, and performs repairs on stand-alone and workstation PCs and their related equipment; upgrades and relocates computer equipment as needed. Monitor storage capacity of network servers and take action to ensure sufficient storage capabilities by developing methods for archiving and purging data. Ability to innovate, adapt, and grow into increasingly complex roles and support complex technical environments.

III - Assists in the design and the development of court computer processing systems, ascertains network system requirements and provides alternatives and solutions to network system problems. Maintains network servers including installing and configuring user accounts and peripheral devices. Research computer application programs, installs and configures package software and utility programs for the court network and for court workstations. Oversees the installation, implementation and maintenance of PC hardware and software. Writes procedures and instructional material relating to staff use of computerized data systems; prepares correspondence and reports. Ability to innovate, adapt, and grow into increasingly complex roles and support complex technical environments.

EMPLOYMENT STANDARDS

Education / Experience: Any combination of education and experience that could likely provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the knowledge, skills, and abilities would be as follows:

I - Completion of 30 units of college coursework in computer science or related field or a vocational training program in computer science or computer repair or related field. IT related experience may be substituted for educational requirement on a year for year basis up to four (4) years.

II - Completion of 60 units of college coursework in computer science or related field or a vocational training program in computer science or computer repair or related field; **and** one years of experience working in an IT / IS environment

delivering computer diagnostics and / or repair; including exposure to the management of local and/or wide area networks, computer operations or programming. IT related experience may be substituted for educational requirement on a year for year basis up to four (4) years) **and** one (1) year of professional experience.

III - Completion of 60 units of college coursework in computer science or related field or a vocational training program in computer science or computer repair or related field; **and** two years of experience working in an IT / IS environment delivering computer diagnostics and / or repair; including exposure to the management of local and/or wide area networks, computer operations or programming. IT related experience may be substituted for educational requirement on a year for year basis up to four (4) years) **and** one (2) years of professional experience.

Knowledge, Skills and Abilities:

Principles of office automation systems, including network operations and protocols; Computer hardware and software; Computer operations system commands, terminology and procedures; Procedures and techniques used in the diagnosis and repair of software errors, computer equipment and related components; Methods and techniques utilized in troubleshooting computer hardware, software and system integration problems; Operational characteristics of computer software and hardware equipment; General knowledge of network operating systems; Knowledge of VMware vCenter and ESXi

The Superior Court of California, County of Tulare, is an Equal Opportunity Employer

EMPLOYMENT PROCESS AND EMPLOYEE BENEFITS

Equal Opportunity Employer: The court does not discriminate on the basis of race, religion, color, national origin, sex, gender, sexual orientation, gender identity or expression, genetics, veteran status, age, or disability or any other status protected by law. The court will provide reasonable accommodation to qualified individuals with disabilities in compliance with state and federal law. In addition, the court complies with applicable state and local laws governing nondiscrimination in employment in every location in which the court has facilities. This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training.

THE EMPLOYMENT PROCESS

Application: Prospective employees must submit an application, supplemental application form and other required documents by 5:00 p.m. on the final filing date. Final filing dates vary and are listed on the front of each job announcement. Separate applications must be submitted for each recruitment. Resumes will not be accepted in lieu of the application.

Examination: Applications will be reviewed and evaluated to determine the most highly qualified candidates. Those candidates will then be invited to participate in the examination process which may consist of an application review, written, oral, or performance exam or any combination thereof. Exam scores determine rank on employment lists.

Exam Accommodation: Disabled applicants who require special testing arrangements must contact the Human Resources Department.

Employment List: Employment lists contain names of applicants who have obtained passing scores. Employment lists remain active for six months unless otherwise determined by the Human Resources Manager.

Appointment: The top five ranks on the employment list will be interviewed by departments having vacancies. The position supervisor makes the hiring decision.

Probationary Period: Employees appointed to competitive positions serve a probationary period of 6 months prior to being considered regular.

Condition of Employment: Candidates selected may be required to pass a pre-employment physical and/or psychological examination which is given at no cost to the candidate. A reference check and/or background investigation may also be conducted.

Special Notice: Candidates selected as full-time employees for positions in this classification, may join the union and authorize a union dues deduction, or salary deduction of appropriate fee.

Driver's License: For positions requiring the operation of a motor vehicle, candidates referred for a hiring interview may be required to provide a DMV report and meet the Court's driving standards.

Immigration Law: Prior to employment, applicants will be required to provide proof of identity and authorization to work in the United States.

Drug Free Work Place: The Court is a drug-free workplace and has a comprehensive substance abuse policy.

COMPENSATION

Salary ranges have 5 steps with approximately 5% between steps. Starting salaries are normally at the first step with achievement of the second step after 6 months satisfactory service. Twelve months of satisfactory service are required between each of the remaining salary steps. Candidates granted advanced step appointments are required to perform twelve months of satisfactory service before consideration for the next salary step increase.

EMPLOYEE BENEFITS

The information listed below is a general summary of benefits. The Court has a variety of benefit options available which may differ between bargaining units. Some management positions are granted 5 additional days of vacation.

Vacation: 11 days initially; 16 days after 3 years; 21 days after 8 years; 25 days after 12 years; 300 hour accrual limitation.

Holidays: 14 holidays per year + 2 floating holidays

Sick Leave: 12 days annually with unlimited accumulation.

Insurance: A choice of Medical Plans including two EPO's and two PPO's, and Dental and Vision coverage are available. Dependent coverage is also available. Life insurance coverage of \$10,000 is provided. All positions are eligible for long-term and/or State disability insurance. Additional supplemental life and long-term disability insurance may be purchased by the employee.

Retirement: The retirement plan is a defined benefit plan administered pursuant to the 1937 Act County Employees Retirement Act and integrated with Social Security. In addition to ordinary retirement benefits, the plan provides disability and death benefits. Retirement contributions are made by both the Tulare County Superior Court and the employee. The Tulare County Superior Court has reciprocity with the State of California, contracting PERS agencies, State Teachers' Retirement System, and all County 1937 Act Retirement Systems.

Other Benefits: Employee Assistance Program, Employee Recognition Program, IRS Section 125 Program (provides tax savings for insurance costs, dependent care costs and unreimbursed medical expenses), and Deferred Compensation plans are available.

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