



CUYAHOGA COUNTY COURT OF COMMON PLEAS
DIVISION OF DOMESTIC RELATIONS

CUYAHOGA COUNTY DOMESTIC RELATIONS COURT
JOB DESCRIPTION

Job Title: Technical Support Specialist
Department: Information Technology
Reports to: Deputy Court Administrator
Hours: 8:30 a.m. – 4:30 p.m.
FLSA Status: Non-exempt

SUMMARY

This is an unclassified position that serves at the pleasure of the Court. Under the general direction of the Deputy Court Administrator, the Technical Support Specialist must have the ability to effectively communicate with both technical and non-technical personnel in a clear and easy fashion. They are responsible for installing, maintaining, and repairing computers in a Microsoft Windows environment, along with configuring and supporting existing software such as Microsoft Office; and provide remote client support.

The Technical Support Specialist is the front-line support for all office computers, printers, audio visual and network devices and works with other IT staff in installing, maintaining, and troubleshooting technical equipment.

Some examples of the general nature and level of work being performed by this individual are listed below; however, this is not an exhaustive list of all duties to be performed. Other duties may be assigned.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Coordinates and provides necessary equipment, training and technical support for the Court;
- Answers and responds to helpdesk phone calls, emails and MS teams messages;
- Diagnoses and repairs computer problems;
- Installs and maintains computer hardware components and workstation software, including delivery of equipment to users in a timely manner;
- Coordinates and provides necessary equipment, training and technical support for the Court's audio-visual technology needs, including video conferencing;
- Creates and updates necessary documentation;
- Maintains a log of activities completed;
- Installs toner and fixes paper jams in printers;
- Assists with monitoring case management access, security, and other related matters;
- Performs preventative maintenance on various types of equipment to ensure continued operations;
- Supports roll out of new applications and prepares written technical instructions;

- Collaborates with developers, programmers, and engineers in resolving issues;
- Performs inventory maintenance for all Court furnishings, fixtures, hardware and software;
- Assists with support and maintenance of the court website;
- Performs a variety of other related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES:

- Excellent interpersonal skills and ability to communicate effectively, both orally and in writing, with Judges, staff, and others;
- Ability to train others in use of technology (e.g., computer hardware and software applications, audio-visual equipment, etc.);
- Knowledge of Microsoft operating systems, office applications and Microsoft Active Directory Services;
- Critical thinking and problem-solving skills;
- Makes sound, well-informed, and objective decisions in a timely manner;
- Attention to detail and accuracy;
- Ability to understand and follow instructions;
- Effective time management, organizational skills, reliability, and punctuality;
- Ability to work professionally with other personnel;
- Ability to maintain sensitive and confidential information;
- Professional appearance and demeanor.

EDUCATION:

Preferred bachelor's degree in computer science or related discipline

EXPERIENCE:

- Two (2) or more years of computer installation, configuration, maintenance, and repair experience or equivalent combination of education, training, and experience.

PHYSICAL REQUIREMENTS:

The duties involved in this position require working extended periods at a computer workstation, and when necessary, the ability to exert some level of physical effort, which may involve some combination of kneeling, stooping, balancing, crawling, lifting, carrying, pushing and pulling objects and materials weighing up to 50 pounds.

In addition, the candidate must be able to effectively operate a copier, scanner, and facsimile machine, to read reports, correspondence and instructions. The candidate must have sufficient hearing ability to converse with individuals, in person and on the telephone, and sufficient speaking ability to communicate effectively with other individuals in person and by telephone. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORKING ENVIRONMENT:

Office environment is comprised of a professional, technical, and computer-friendly fast-paced atmosphere. Frequent contact is made with Judges and other court personnel, other elected officials and agencies, attorneys, and the general public. Office is located within Cuyahoga County Courthouse, Ground Level of the Domestic Relations Court.