ADMINISTRATIVE OFFICE OF THE COURTS

POSITION ANNOUNCEMENT   #23-193

Location	Position Available	Salary Range	External Closing Date
Administrative Office of the Courts	**Support Desk Technician III**	**$61,659 - $90,675 Labor Grade: 37**	**Open until filled**

The normal work day for Judicial Branch employees shall consist of 7.5 hours per day with work normally performed between the hours of 7:30 a.m. to 5:00 p.m. Monday through Friday; however, the normal work day may be adjusted based on the needs of the court location.

Employees hired for this position may be required to attend new employee orientation in Concord, NH prior to beginning their job at their assigned judicial branch location. Mileage reimbursement will be paid pursuant to the New Hampshire Judicial Branch's Personnel Rules.

IF YOU ARE INTERESTED IN APPLYING FOR THE POSITION ABOVE

Step 1:   • Print application from the *HR Job Postings* page on the Website
https://www.courts.nh.gov/sites/g/files/ehbemt471/files/documents/2021-04/nhjb-2099-dfps.pdf

(Applications are required. Resumes may be submitted to supplement the Application, and should be sent in the same fashion as described in step 2.)

Step 2:   • e-mail application to: applications@courts.state.nh.us
• or fax application to: (603) 513-5454
• or mail application to: Administrative Office of the Courts
Human Resources
One Granite Place, Suite N400
Concord, NH 03301

(At any time we may have more than one position vacant in the court system.
Your application may not be considered if you fail to note a specific position on your application.)

GENERAL SUMMARY

The Support Desk Technician III is a regular, full-time position working in the Administrative Office of the Courts, subject to the sufficient and continued funding of the Judicial Branch by the Legislature. This position involves performing a variety of technical support functions and requires exercising considerable independent judgment. Employees in this position must participate in an IT support desk including phone, remote, on-site, and email support. The position assists in ensuring that support desk Service Level Agreements are met and participates in support. Significant specialized expertise relative to the installation, upgrading, and maintenance of applications and operating system software is regularly required of individuals in this position. This individual provides technical leadership to the Support Desk Team, which supports multiple, independent networks in the Supreme, Superior, and Circuit courts geographically located throughout New Hampshire.

The person in this position diagnoses problems with LANs/WANs and related software daily, provides detailed problem definitions to support contacts, and interacts with court personnel and numerous vendors to coordinate solutions to problems. This position requires well-organized work habits due to the number of concurrent tasks being performed, the number of remote LANs being supported, and the variety of components that need to be

aligned correctly for the LAN applications to operate properly. This position is also responsible for maintaining and managing end-user training, workstation architecture/customization and workstation services. This position acts as the technical escalation point between the Support Desk and the Network Team in conjunction with the Support Desk Supervisor. Employees in this position will occasionally be required to travel to courts throughout the State during the regular course of business, perform after-hours work, and are subject to transfer or reassignment at the discretion of the Director of the Administrative Office of the Courts.

The Support Desk Technician III is supervised by, and reports to, the Support Desk Supervisor and may coordinate the work assignments of subordinate Support Desk Technicians and other court employees assigned to various projects.

ESSENTIAL DUTIES & RESPONSIBILITIES

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job. Employees may be requested to perform tasks other than those specifically presented in this description.

- Assists in architecting and maintaining workstation management solutions including SSCM, group policy, Windows patching, and third-party application updates.

- Ensures NHJB and best practice end-user policies and procedures are implemented and reviewed.

- Assists in automating and increasing support desk activities and tasks.

- Assists in IT vendor management and communication.

- Assists in forecasting and maintaining end-user hardware inventory and warranties.

- Ensures spare workstations/laptops are imaged and prepped for deployment.

- Assists with project management of tasks involving IT support desk employees and resource scheduling.

- Participates in the daily activities of the IT support desk, including inbound support phone calls and tickets.

- Collaborates and acts as liaison with escalation of tickets.

- Assists in hardware/software procurement.

- Manages content filtering, and antivirus changes.

- Assists in personnel yearly performance reviews and time off request approvals.

- Assists with critical incident response and response management activities.

- Assists in Cisco video conferencing support/maintenance/and bridging services.

- Receives equipment and assists in asset tracking.

- Maintains and manages Security DVR.

- Communicates with non-technical personnel to elicit accurate descriptions of problem symptoms.

- Manages and administers FootPrints ticketing system.

- Creates and maintains support desk protocols and procedures.

- Supports enterprise applications including case management system.

- Monitors daily checklist, including audit of system backup procedures.

- Other duties as assigned.

REQUIRED QUALIFICATIONS

Education and Experience

- Graduation from an accredited two-year college, university, or technical school with major course work in computer science or information technology

- Five (5) years' technical experience supporting: LAN/WAN networks, Windows servers, systems integration environments, Microsoft Office suite, and Windows desktop, including services such as DNS, DHCP, DFS, NTFS Security, and Active Directory.

- Any equivalent combination of training, education, and experience that provides the required skills, knowledge, and abilities.

Licenses of Certifications

- Valid driver's license.

DESIRABLE QUALIFICATIONS

Education and Experience

- Bachelor's degree from an accredited college, university, or technical school with major course work in computer science or information technology.

- Seven (7) years' of technical experience.

- Three (3) years' experience in a supervisory role or technical lead.

- Odyssey Case Management experience.

- IT Industry Certifications: Comp TIA A+, Network+, Security+, Microsoft Certified Desktop Support Technician (MCDST), MSCE, and MCSA.

- ITIL experience.

- Project Management experience.

OTHER JOB REQUIREMENTS

- Successful completion of a background check, including a criminal records check and motor vehicle records check, as well as successful completion of motor vehicle records checks on an annual basis, or at any time as required by the employer.

- Successful completion of Driver Safety online courses.

- Extensive travel to assist in on-site support.

- Access to a reliable vehicle.

- Able to lift 50lbs.

- Availability to work outside of regular business hours (7:30 a.m. – 5:00 p.m. M-F)

COMPETENCIES FOR SUCCESSFUL PERFORMANCE OF JOB DUTIES

Knowledgeable in:

- System imaging/cloning and backup systems/strategies.

- Network printing, troubleshooting and maintenance.

- Cabling standards and wiring.

- Asset tracking administration.

- Statistical methods and procedures.

- Microsoft Active Directory, Windows Server, and Windows Desktop Operating Systems, Microsoft Exchange and/or Office 365
- PC hardware components
- Local-Area-Networking troubleshooting

Skilled in:

- Identifying, analyzing, and resolving complex technical problems.
- Providing technical support.
- Troubleshooting with Microsoft Windows operating systems
- Advanced troubleshooting of workstations, software, A/V equipment, and Odyssey Case Management system.
- MECM (SCCM) or other Client Management Solutions.

Ability to:

- Direct others and provide timely resolutions to problems while adhering to internal policies and procedures.
- Communicate and train other various LAN or Support Desk personnel.
- Articulate decisions to management for projects and solutions to problems.
- Work under time constraints and interface with clients.
- Provide high-level escalated support to IT Department.
- Function independently and in a team environment.
- Analyze problems logically and to develop conclusions within the framework of systems
- Express ideas clearly and concisely, orally and in writing
- Formulate independent, accurate solutions to problems
- Understand when it is necessary to seek help from others to resolve problems

DISCLAIMER STATEMENT

This position description represents general duties and is not intended to list every specific function of this position.

10/10/2023
#23-193