

CIRCUIT COURT FOR MONTGOMERY COUNTY, MARYLAND

Personnel Class Specification

**INFORMATION TECHNOLOGY SPECIALIST II –APPLICATIONS
ADMINISTRATOR**

DEFINITION OF CLASS

The incumbent of this position is responsible for technical support of the Circuit Court's computer systems and networks. Employee must have a thorough knowledge of computer software and hardware, a variety of internet applications, networks and operating systems with advanced troubleshooting abilities and attention to detail. Provide user support, training, and problem resolution support for systems-related problems. Work with internal and external customers including consultants and vendors to assess the effectiveness of technology resources in use.

Individual will work and communicate with a wide range of people – peers, staff members, judges and other court personnel. Employee is expected to consistently display a professional, positive, and approachable attitude/demeanor and discretion. Demonstrate sensitivity in handling confidential information. Assist Help Desk personnel with analyzing hardware and software problems and evaluate alternatives to implement solutions to solve problems. Serve as an escalation point for advanced application issues and troubleshooting of Microsoft Office products, Microsoft Office Access Databases and various other applications used by the court. Employee is expected to have excellent customer service skills, and the ability to make independent decisions.

The incumbent reports directly to the Engineering/Applications Manager, Director of Technical Services, and is ultimately responsible to the Court Administrator and the Administrative Judge.

Circuit Court employees are *at-will* employees and serve at the discretion of the Administrative Judge. This means that either an employee, or the court, may terminate the employee relationship at any time, with or without cause. There are no contractual relationships between the Circuit Court and an employee; letters, benefit or policy statements, performance evaluation, handbooks, or other employee communications should not be interpreted as such. The *at-will* relationship remains in full force and effect notwithstanding any statements to the contrary made by court personnel or set forth in any documents.

EXAMPLES OF ESSENTIAL FUNCTIONS

To be successful, the employee in this position must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skills, and/or abilities required. This job description reflects management's assignment of essential functions. It is not an exhaustive list of responsibilities and does not prescribe or restrict various additional diversified tasks and assignments that may be required by Judicial Officers and/or the Court Administrator.

Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Ability to track application issues and troubleshooting using Help Desk ticketing software from incident creation to resolution.
- Perform routine Active Directory administration tasks such as account creation, account disabling, troubleshooting, and creating of group policy objects.
- Assist with the administration of the Court's Office 365/SharePoint Tenants.
- Assist with Microsoft SharePoint configuration, maintenance, and development.
- Serve as a backup to the Court's Applications/Web Developer regarding updating the Court's Internet and Intranet websites using established technologies, policies, and procedures.
- Provide occasional support for courtroom technology including computers, projectors, and document digitizers.
- Provide configuration support for a Windows server based Radio Frequency ID (RFID) case file tracking system. Support includes configuring users, hardware moves, and user location updates.
- Maintain the Court's digital signage application by creating new digital flyers, updating docket and directory displays, and troubleshooting application and monitor issues.
- Provide Help Desk escalation support for document scanning and application changes in the OnBase document management system.

- Collaborate with the Court's Application/Engineering team to develop policies, procedures, best practices, and training documentation.
- Research and provide recommendations on new technology that could improve the operations of Court systems or business processes to enhance the Court's ability to provide services to the community.
- Performs related duties as required.

KNOWLEDGE, SKILLS AND ABILITIES

- Competency with Microsoft Active Directory and Office 365 administration as well as Microsoft Windows Server based applications.
- Competency with computers running Microsoft Windows desktop and server operating systems, and associated applications to provide customer support and troubleshoot problems.
- Demonstrate a high competency in using Microsoft Office Suite and Microsoft Office 365.
- Competency with Microsoft SharePoint structure and administration.
- Familiarity with usage and structure of Microsoft Access databases.
- Competency in using technology applications to conduct research and development activities to plan, implement, and administer new technologies.
- Demonstrate strong quantitative, analytical, communication and interpersonal skills, and the ability to work in a team-oriented environment.
- Demonstrate the ability to translate business requirements and functional specifications into detailed system and program design specifications.
- Ability to work one of four shifts per day (Monday through Friday) with flexibility to accommodate any necessary early or late meetings. and/or special events. Shifts included 7:00 a.m. – 4:00 p.m., 7:30 a.m. – 4:30 p.m., 8:00 a.m. – 5:00 p.m., and one late shift of 9:00 a.m. – 6:00p.m. per week, plus a late shift every fourth Friday.
- Maintain a regular, punctual and reliable level of attendance.

- Ability and willingness to take initiative to learn about and acquire skills related to new or different technologies.
- Ability to work independently and demonstrate a high level of interpersonal skills to handle sensitive and confidential situations.
- Ability to communicate effectively, orally and written, and exercise a high degree of judgment, tact, diplomacy and competence in dealing with court personnel.
- Ability to handle multiple tasks and maintain a professional demeanor when dealing with court personnel at all times.
- Ability to make decisions based on experience, good judgment, and established policies and procedures.
- Ability to pay attention to detail; set priorities and simultaneously process multiple duties and responsibilities.
- Ability to develop and maintain collaborative and professional working relationships with court personnel, outside agencies, and the public.
- Knowledge of and ability to apply fundamentals of business English, spelling, grammar, punctuation, standard office practices and procedures.
- Ability to plan and coordinate with other employees incorporating a wide range of technical skills and other occupational skills.
- Excellent telephone manner and experience dealing with the public.

MINIMUM QUALIFICATIONS

- A bachelor's degree from an accredited college or university in computer science, information management, or a related field. An equivalent combination of education and experience may be substituted.
- Must have at least 5 years of experience with desktop and server operating systems and their applications to provide customer support and troubleshoot operational problems.
- Two years of experience in database administration preferred.
- One year of Microsoft SharePoint administration experience preferred.

Steps to apply for employment opportunities within Court Administration:

1. [Download the Employment Application.](#) (PDF)

NOTE: The application form requires you to have Adobe Reader version 8 or higher. Visit the [Adobe Acrobat website](#) to download the latest Adobe Reader version for free.

2. Complete the application in its entirety. Your application may be rejected if information is missing.
3. Be sure to save your application to your local computer early and often.
4. Once you are finished, email the completed application, cover letter, resume, and writing sample to adminhr@mcccourt.com.