

POSTING DATE: August 21, 2015
REMOVAL DATE: September 11, 2015

**POSITION ANNOUNCEMENT
FIRST JUDICIAL DISTRICT OF PENNSYLVANIA
EQUAL OPPORTUNITY EMPLOYER**

POSITION: NETWORK SYSTEMS COORDINATOR III
Court of Common Pleas, Family Division

(Open to Promotion, Transfer and New Hires)

SALARY: \$44,897 - \$49,518 (G20)

FILING DEADLINE: Friday, September 11, 2015 at 4:00 PM

Applications are being accepted for this position. Qualified candidates may apply by submitting a completed application, cover letter and résumé to the Office of Human Resources, Room 668 City Hall, Philadelphia, PA 19107. **No email or facsimile submissions will be accepted.**

REQUIREMENTS:

1. Bachelor's degree from an accredited college or university.
2. Five (5) years experience in the operation of computers and computer peripheral equipment.
3. Five (5) years experience with administering and maintaining a wide area network including client support, Windows Network Environment is preferred.
4. Experience maintaining and administering TCP/IP networks.

OR

5. Any equivalent combination of training and experience determined to be acceptable by the First Judicial District of Pennsylvania.

ADDITIONAL REQUIREMENTS:

1. City residency required within (6) months of satisfactory completion of an employment orientation period.
2. Ability to perform the essential functions of a position in this class.

GENERAL DEFINITION

This is a mid-level position, working primarily in the Family Court Management Information Technology (MIT) department, providing hardware and software support to end users. An employee in this position must have knowledge of Windows Network Environment, Audio Visual equipment, and be capable of training others in those areas. An employee in this class may report, through a higher level technician or administrative superior, to the Family Court Director of Technology.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Must be able to perform all the duties of Family Court Network Systems Coordinator II.
- The ability to move equipment weighing up to 50 lbs. is required as well as the ability to bend/kneel frequently while working with equipment.
- Troubleshooting network connectivity issues and Wireless Connectivity
- Troubleshooting AV Network and Equipment
- Troubleshooting/maintaining iOS devices.
- Researching, testing, evaluating, and recommending data communications hardware and software.
- Identifying equipment upgrade needs.
- Installing software patches.
- Monitoring system performance.
- Overseeing or assisting in the installation of communications hardware and software.
- Monitoring data communications network to ensure that network is available to all system users and resolving data communications problems.
- Performing workstation and server diagnostics to identify and resolve problems.
- Attaching diagnostic equipment to data lines to learn if lines meet applicable specifications.
- Updating documentation files to record new equipment, new sites, and changes to computer configurations.
- Training staff and users on the use of equipment.
- Coaching IT Help Desk Level I and Level II Technicians.
- Resolving issues presented by lower level technicians.
- Coordinating with FJD Department of Innovation and Technology (DOIT) to diagnose and resolve issues.
- Assisting with related IT issues.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES NECESSARY TO PERFORM THE ESSENTIAL FUNCTIONS

- Knowledge of Local Area Network Components;
- Knowledge of Network Operating Systems;
- Ability to coordinate and resolve multiple problems;
- Ability to properly document and record problem resolutions;
- Ability to supervise a small number of general technicians;
- Ability to learn about the administration of local area networks within a reasonable period;
- Ability to train end users in non technical layman's terms.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Windows Network, CCTV, AV, Creaston, Extron, Polycom, Juniper, Wireless.

ENVIRONMENTAL CONDITIONS

General office conditions
Contact with employees, judges, and vendors.

PHYSICAL AND MEDICAL STANDARDS

Ability to perform the essential functions of the position.

MARGINAL FUNCTIONS

Performs other duties as required.

The First Judicial District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the First Judicial District will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.