

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

POSITION ANNOUNCEMENT
FIRST JUDICIAL DISTRICT OF PENNSYLVANIA
EQUAL OPPORTUNITY EMPLOYER

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

(Open to Promotion, Transfer and New Hires)

SALARY: \$38,389 - \$42,071 (G14)

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. Two (2) to five (5) years of experience in the operation of computers and computer peripheral equipment.
3. One (1) year experience with administering and maintaining a wide area network including client support, NT 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 an entry 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 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.

- Installing and configuring computers, peripherals, and software.
- 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.
- Diagnosing and solving hardware/software faults.
- Resolving hardware and software related issues.
- Logging user queries as Work Orders.
- Providing first-level contact and problem resolution for all users with hardware, software and applications problems.
- Resolving as many user-reported problems as expertise permits using available tools/resources and following procedures and policies for the handling of Family Court cases.
- Escalating problems as appropriate following department procedures.
- Maintaining communications with users during the problem resolution process.
- Troubleshooting iOS devices (iPhone/iPad).
- Resolving mobile device problems on iOS platforms.
- Relocating user PC, phone, monitors, peripherals, and other technology.
- Assisting with related IT issues.

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

- A minimum of 2 years prior work experience in a fast paced desktop support setting
- Ability to diagnose client and/or server issues and follow proper escalation steps
- Self-motivated with the ability to work quickly and independently with minimal supervision.
- Key emphasis on customer service skills and proper phone and email etiquette.
- Demonstrated ability to effectively communicate via phone/email or in person.
- Demonstrated ability to achieve successful outcomes in handling difficult situations with users.
- Demonstrated analytical and troubleshooting skills.
- Knowledge of information technology.

ENVIRONMENTAL CONDITIONS

General office conditions

Contact with employees, judges, and vendors.

PHYSICAL AND MEDICAL STANDARDS

Light lifting of computers and printers, cable installation. Must be able to perform physical activities associated with installation and maintenance of computer and network systems. 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.