



COUNTY OF ERIE

POSITION ANNOUNCEMENT

AN EQUAL OPPORTUNITY EMPLOYER

POSTING DATE: MAY 20, 2016

CLOSING DATE: JUNE 6, 2016

TITLE: COMPUTER OPERATOR

GRADE: T-II

DEPARTMENT: COURT ADMINISTRATION BARGAINING UNIT: NONBARGAINING

ENTRY RATE: \$12.01/hour, \$24,981/annual HOURS PER WEEK: 40

PROCEDURE TO APPLY: Please read the **County of Erie Job Application Procedures** before applying. Those wishing to apply for this position shall submit a County Employment Application and a Bid Form stating their qualifications to the Human Resources Department at the Erie County Court House, Room 501, Erie, PA 16501. Apply Monday - Friday, 8:30 am - 4:00 pm.

APPLICATIONS AND BID FORMS CAN BE DOWNLOADED FROM THE INTERNET BY GOING TO THE ERIE COUNTY WEB SITE AT www.eriecountypa.gov AND THEN CLICK ON JOB OPPORTUNITIES. COMPLETED FORMS CAN EITHER BE MAILED TO THE ABOVE ADDRESS OR FAXED TO 814-451-6484.

THE COUNTY OF ERIE IS AN EQUAL OPPORTUNITY EMPLOYER. MEN AND WOMEN OF ALL MINORITY AND NON-MINORITY GROUPS INCLUDING INDIVIDUALS WITH DISABILITIES ARE ENCOURAGED TO APPLY.

ALL NEW HIRES ARE SUBJECT TO A CRIMINAL BACKGROUND CHECK.

DEFINITION OF CLASS:

This position installs, operates, monitors, supports, and troubleshoots computer equipment and related peripherals for all Court and Court related offices. This position works with the System Administrator and Network Administrator and reports to the Manager of Information Systems.

DUTIES & RESPONSIBILITIES:

Provides helpdesk support for Court and Court related offices. Troubleshoots imaging software and acts as liaison with the imaging software vendor. Coordinates logistical support for Court video presentation equipment. Assists with conversions and system rollouts. Coordinates with vendors for PC and server maintenance. Generates\prints jury summons, jury checks, and jury reports. Maintains operations records and production reports. Generates and prints departmental monthly reports. Assists with videoconference testing and acts as backup for videoconference coordinator. Maintains Court Computer Bureau inventory. Implements proper tape rotation cycle for daily, weekly, monthly, and yearly backups.

Coordinates offsite media rotation schedule. Obtains quotes for media containment systems and UPS (battery backup) systems. Installs replacement batteries in UPS systems. Assists with technology courtroom testing and presentations. Applies operating system and application software updates.

Provides PC hardware\software technical support. Acts as liaison between end users and vendors for forms printing and alignment issues. Assists with Court COOP (Continuity of Operations Plan) implementation. Participates in training offered by vendors and professional associations. Assists in

preparation of end user\procedural documentation and training. Performs specific duties assigned by the Manager of Information Systems.

The above statements describe the principal functions of the job but should not be considered a detailed description of all the work requirements inherent in the job.

KNOWLEDGE,SKILLS & ABILITIES:

Experience with Windows PC\server operating systems

Familiar with imaging applications and software

Able to utilize video conference\presentation equipment

Experience with conversions and system rollouts

Provide hardware technical support (including troubleshooting and vendor diagnostics)

Experience with disaster recovery\COOP

Provide software technical support (including OS\application and security\antivirus\malware) Assist with and support the Court technology enterprise

Provide infrastructure\networking (wired and wireless) support and troubleshooting

Exposure to virtual technology\VMware

Ability to analyze and solve computer related problems

Knowledge of Court and Court related offices

Ability to take direction and make decisions with minimal supervision

Act as liaison between end users and hardware\software vendors

MINIMUM REQUIREMENTS/QUALIFICATIONS:

Bachelor's degree in Information Technology\related field or two year Associate\Technical degree with two years computer support experience. Experience with on-site\remote end user\help desk support, Microsoft desktop productivity suites\application, and current Windows operating systems. Equivalent combination of education\experience.