



## Montgomery County Juvenile Court

Judge Helen Wallace  
Judge Julie Bruns  
Court Administrator Eric Shafer



**Job Title:** Computer Support Specialist

**Department:** IT

**Posting Closing:** Until Filled

**Position Location:** 380 W. 2<sup>nd</sup> St Dayton, OH 45422

**Job Type:** Full-time

**Salary:** \$22.21/hr

**Shift:** 1<sup>st</sup>; In-Person Only

### **BENEFITS**

**Insurance:** Comprehensive Health, Dental, and Vision Insurance; \$60,000 in basic life and AD&D coverage;

**Paid Time Off:** Paid Vacation, Sick Leave and Personal Leave;

**Retirement:** Employer contribution to the Ohio Public Employees Retirement System (OPERS); Voluntary Deferred Compensation Plans offered.

**Other:** Tuition Reimbursement

### **DISTINGUISHING JOB CHARACTERISTICS**

Maintains Court-wide Helpdesk services, supporting over 500 users at four (4) separate locations throughout Montgomery County.

**“In this position, you are an At-Will Employee serving at the pleasure of the Administrative Judge.”**

### **QUALIFICATIONS**

An Associate’s Degree in computer science or one (1) year practical work experience in hardware and software applications.

Interested candidates may apply online at <http://www.mcjcoho.org/job-openings/>

Human Resources, Montgomery County Juvenile Court, 380 W. Second Street, Dayton, OH 45422

Contact Info: [hr@mcjcoho.org](mailto:hr@mcjcoho.org)

**AN EQUAL OPPORTUNITY EMPLOYER**

# POSITION DESCRIPTION

## Montgomery County Common Pleas Court

### Juvenile Division

**CLASSIFICATION TITLE:** Computer Support Specialist

<b>FLSA STATUS</b>	Exempt	<b>EMPLOYMENT STATUS</b>	Full-time
<b>CIVIL SERVICE STATUS</b>	Unclassified	<b>REPORTS TO</b>	Mgr. of Information Systems
<b>DEPARTMENT</b>	Information Technology (IT)	<b>WORK SCHEDULE</b>	40 hours per week
<b>PAY GRADE</b>	A10		

#### DISTINGUISHING JOB CHARACTERISTICS

Maintains Court-wide Helpdesk services, supporting over 500 users at four (4) separate locations throughout Montgomery County.

#### ESSENTIAL DUTIES AND RESPONSIBILITIES

*To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.*

Serves as a Juvenile Court IT team member, providing support on service desk Tier I, II, and III tickets for desktops, mobile devices, IT software, IT hardware, networks, audio/visual systems, VMware, Windows, Microsoft Office 365, Entra Administration, and peripherals.

Responsible for installing, troubleshooting, upgrading, resolving technical challenges, and providing solutions to complex issues (e.g., tracking, reporting and resolving operational and project support in a timely manner through the ITSM). This role involves communicating with users regarding their issues, updating them throughout the process, and following up upon completion to ensure resolution.

Coordinates with the IT service lines to design, implement and support enhancements to IT systems, acting as a vendor liaison for stakeholders.

Serves as a subject matter expert on assigned areas.

Other duties as assigned by department.

#### OTHER DUTIES AND RESPONSIBILITIES

Performs clerical duties as requested, including presentations, spreadsheets and documents using the Microsoft Office Suite products.

#### SCOPE OF SUPERVISION

None

### EQUIPMENT OPERATED

General office equipment, Windows 10 and higher, Windows Server 2016 and higher; Mobile devices, Active Directory, IT software, IT hardware, network devices, audio/visual systems, VMWare, Office/365, and peripherals.

### CONTACTS WITH OTHERS

Outside training agencies; equipment repair companies; computer vendors.

### CONFIDENTIAL DATA

Juvenile records (personal and case information); non-public record information; personnel and financial records on computer system.

### WORKING CONDITIONS

Good office working conditions.

### USUAL PHYSICAL DEMANDS

*The following physical demands are typically exhibited by position incumbents performing this job's essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job's essential duties because of an ADA disability.*

While performing duties of this job, the employee regularly exhibits digital dexterity when working on the computer. The employee frequently sits for extended periods of time, and occasionally stands and walks. Employee occasionally bends and reaches when running cabling, plugging wires into personal computers, and other related tasks. Employee must be able to lift and carry twenty-five (25) pounds of computer equipment as needed. Employee converses verbally with others in person and by telephone. Vision demands include frequent close, relatively detailed vision using a computer screen.

### REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

**Knowledge of:** general computer operations and applications; Microsoft Operating Systems; Experience supporting mobile devices; Microsoft Office.

**Ability to:** exhibit patience in working with persons of varying computer knowledge base; maintain confidentiality of confidential and sensitive subject matter; maintain effective work relationships with associates and job contacts; train and coach others in computer applications; train and coach others in computer applications; work independently.

**Skill in:** troubleshooting computer hardware and software problems; operating computers; application of Court software programs; typing; communicating effectively with computer users.

QUALIFICATIONS

“An associates degree or technical certificate, or one (1) year of practical work experience in I.T.”

Must have valid Ohio Driver’s License with acceptable driving record and show proof of insurance.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

LICENSURE OR CERTIFICATION REQUIREMENTS

None

This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.

**I have read the above job description and fully understand my responsibilities.**

**Employee Signature:** \_\_\_\_\_

**Date:** \_\_\_\_\_