



The Superior Court of California
County of San Diego

JOB ANNOUNCEMENT
TECHNICAL SYSTEMS SPECIALIST I / II
Examination Nos. 13-010 & 13-011

SALARY RANGE: Technical Systems Specialist I approximately \$42,099.20 - \$61,838.40
Technical Systems Specialist II approximately \$48,422.40 - \$71,094.40

FILING DEADLINE: Applications will be accepted until **5:00 p.m. on Monday, July 15, 2013.**

There will be a vacancy in the Information Technology division located at the Hall of Justice, 330 W. Broadway, in downtown San Diego. The eligible list resulting from this announcement may be used to fill future vacancies.

JOB SUMMARY: Technical Systems Specialists are responsible for providing a broad range of computer workstation and peripheral (desktop, laptop, printer, etc.) support and maintenance, including but not limited to hardware and software problem identification and resolution, user-account and system administration, end-user support, and audio/video conferencing and telecommunication support and maintenance; serve as a technical liaison between the end user, I.T. division, and/or third-party hardware and software vendors; maintain an inventory of all computer, peripheral, and audio/video assets; and perform related duties as required.

MINIMUM REQUIREMENTS: Successful completion of a MCSE certification OR an Associate's degree in computer science, information systems or a closely related field; **AND**
Technical Systems Specialist I: One (1) year of full-time experience providing hardware/software support and maintenance of computer workstations, peripherals, and audio/video systems for a diverse end-user community.
Technical Systems Specialist II: Two (2) years of full-time experience providing hardware/software support and maintenance of computer workstations, peripherals, and audio/video systems for a diverse end-user community.
SUBSTITUTION: Two (2) years of additional full-time experience may substitute for the certification or degree.

EVALUATION AND SELECTION FACTORS: Factors to be evaluated include technical knowledge of: computer workstation hardware, software, and peripherals; support of audio/video systems; current network protocols, operating systems, data file management, and e-mail standards. Other factors which may be evaluated include skills and abilities to: install, configure, test, troubleshoot, and maintain end-user workstations and related hardware and software; define user needs and recommend alternatives; operate tools, audio/video components, and peripherals; establish and maintain effective working relationships with end users, Court staff, and vendors; and communicate effectively, both orally and in writing.

SELECTION PROCESS: Qualified applicants will be placed on the eligible list based on an evaluation of the information contained in both the employment and supplemental applications.

HOW TO APPLY: Applicants must complete and submit a San Diego Superior Court employment application, supplemental application, background investigation form, and pre-employment disclosure statement. Application materials are available at Human Resources, 330 W. Broadway (Hall of Justice), Room 251, San Diego, CA 92101; in the Employment section of the Court's website, www.sdcourt.ca.gov; or by emailing courthr@sdcourt.ca.gov. Completed application materials may be submitted in person at the above address or mailed to San Diego Superior Court, Human Resources, P.O. Box 120128, San Diego CA 92112-0128.

GENERAL EMPLOYMENT INFORMATION

The provisions of this announcement do not constitute an implied or expressed contract, and any provisions contained in this announcement may be modified or revoked at any time. The requirements stated in this announcement represent only the minimum required to file an application. Meeting the listed requirements does not guarantee a candidate will qualify for the examination. Equal Opportunity: The Superior Court makes all appointments without regard to age, race, sex, religious creed, ethnicity, disability, marital status or sexual orientation. Applicants with Disabilities: Reasonable accommodations will be made so applicants with disabilities may participate in the examination process. Advise Superior Court Human Resources of special needs in advance of the examination.

Human Resources Office: The Superior Court Human Resources Office is located at the Hall of Justice, 330 West Broadway, Room 251, in downtown San Diego.

Hours of Operation: The Human Resources Office is open to the public Monday through Friday, from 8:00 a.m. to 5:00 p.m. except for Court holidays.

Mailing Address: San Diego Superior Court, Attn: Human Resources, P.O. Box 120128, San Diego, CA 92112-0128. The County Mail Stop is C-44.

Phone Numbers: The business office phone number is (619) 450-7230. The fax number is (619) 450-7158.

Website: Job opportunities are listed on the Superior Court website at www.sdcourt.ca.gov. The application form is available at this site in Adobe PDF format.

Employment Applications: Applications must be legible, complete, and signed, to include any required certificates, transcripts, forms, and/or Supplemental Application(s).

Application Filing Deadlines: The Human Resources Office must receive all application material *by 5:00 p.m. on the filing deadline date* stated on the reverse. Postmarks are **not** accepted. Faxed applications are **not** accepted. If a filing deadline is not stated, applications will be accepted on a continuous basis and subject to closure without advance notice. To receive full consideration, applications should be filed promptly.

Examination Numbers: Applicants are limited to one application and may not reapply under the same examination number.

Change of Address: Applicants are responsible for submitting change of address or phone number information.

Eligible Lists: After successfully completing the entire examination process, candidates have their names placed on an eligible list. Placement on the eligible list does not guarantee selection. When vacancies occur, the eligible list is sent to appropriate Court departments for hire.

Documentation: Federal law requires that all persons selected for employment complete and sign a form (INS-9) verifying the legal right to work in the United States.

Medical Examination: Employment is contingent upon successfully passing a job-related, pre-employment medical examination, which will include drug and alcohol testing.

Background Investigation: Superior Court employees shall be subject to a background investigation and fingerprinting. Convictions, depending upon the type, number and recency, may be disqualifying.

Work History: False statements or omission of facts regarding background or employment history may result in either disqualification or dismissal.

Starting Salary: New employees may be placed higher than the minimum rate depending on qualifications, knowledge and experience.

Vacation: New employees accrue vacation at a rate of seventeen (17) days per year.

Holidays: The Superior Court currently observes fourteen (14) holidays each year, including the employee's birthday.

Sick Leave: On approval of excused absence, eligible employees may use accrued sick leave.

Retirement: Employees of the Superior Court participate in the County Employees Retirement System, which is integrated with Social Security.

Health Insurance: Superior Court employees are provided a cafeteria-style flexible benefits plan which offers health, dental and vision coverage.

Life Insurance: A group rate life insurance program is available.

Additional Benefits: Other benefits include tuition refund, deferred compensation, suggestion award program, and credit union services.

Employee Status: Employees in the Technical Systems Specialist job classification are governed by the San Diego Superior Court Personnel Rules.

**SAN DIEGO SUPERIOR COURT
HUMAN RESOURCES
POST OFFICE BOX 120128
SAN DIEGO CA 92112-0128**