

## **COURT COMPUTER SYSTEMS ENGINEER II**

### **DEFINITION**

Under general supervision, to provide assistance, training, and technical support for Court Computer users by installing, maintaining, and troubleshooting computer and telecommunications hardware and software; to configure software and operating systems; to assist with planning, installing, and maintaining computer networks; and to do related work as required.

### **DISTINGUISHING CHARACTERISTICS**

This is a specialized classification for the positions which have general responsibility for providing technical support in the installing, configuring, maintaining, and repairing of computer and telecommunications hardware and software. This is the fully experienced working level in the Court Computer Systems Engineer class series. It is the normal career ladder progression for persons initially employed as a Court Computer Systems Engineer I. It is distinguished from Court Computer Systems Engineer I by performing a wider scope of duties and requiring more extensive knowledge of Court computer hardware and software and performing those duties with more independence.

### **REPORTS TO**

Court Computer Systems Manager, and may take direction from lead workers who are Court Facilities Operations Coordinators.

### **CLASSIFICATIONS SUPERVISED**

This is not a supervisory classification.

### **EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES** *(The following is used as a partial description and is not restrictive as to duties required.)*

Plans, designs, installs, and maintains Court computer networks, telecommunications systems, or computerized security and identification systems; develops project timetables and coordinates project completion; serves as System Administrator for an assigned system; ensures proper development and maintenance of system records; works with outside vendors and consultants in systems design, installation, and troubleshooting; provides lead direction and coordination for other technical staff in the installation and maintenance of equipment and software; provides training for other Court staff in system capabilities and use; performs special studies, research, and analysis regarding system procurement and modification; performs a variety of

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troubleshooting and diagnosis during system malfunctions and breakdowns; develops recommendations for the procurement of equipment and selection of vendors; configures and installs equipment including routers, hubs, and other system components; may set-up and configure users' personal computers; performs a variety of hardware and software testing; enters problem reports into an on-line problem reporting and management system; makes regular follow-up from inquiry logs to ensure that problems have been resolved; assists with preparation of system documentation, as necessary; performs a variety of technical support functions in the installation, maintenance, and troubleshooting of computer hardware and software; installs, configures, and upgrades computer hardware and software; receives referrals from the Computer Help Desk and works with users to troubleshoot and resolve problems; provides a variety of training for computer users; sets-up, manages, and maintains user accounts; performs a variety of hardware and software testing; performs general searches and maintains an awareness of bugs, patches, and fixes for software used by the Superior Court of California, County of San Francisco; develops recommendations on computer use for ITG supervisors and management; enters problem reports into an on-line problem reporting and management system; makes regular follow-ups from inquiry logs to ensure that problems have been resolved; obtains a variety of information necessary to resolve hardware and software problems; generates computerized reports; assists with preparation of computer documentation; assists with the planning, installation, maintenance, and repair of computer networks; maintains inventory and distributes computer supplies; represents the Information Technology Group in contacts with a variety of users, other agencies, and clients.

### **TYPICAL PHYSICAL REQUIREMENTS**

Sit for extended periods; frequently stand and walk; normal manual dexterity and eye-hand coordination; ability to crawl through various areas requiring movement on hands and knees; ability to climb, stoop, crouch, and kneel; lift and move objects weighing up to 25 lbs.; corrected hearing and vision to normal range; verbal communication; use of office equipment, including computer, telephone, calculator, copiers, and FAX.

### **TYPICAL WORKING CONDITIONS**

Work is performed in an office and computer center environment; continuous contact with other staff and the public.

### **DESIRABLE QUALIFICATIONS**

#### **Knowledge of:**

- Computer equipment and software used by the Superior Court of California, County of San Francisco.
- Basic principles of computer networks.
- Information gathering and logging methods and techniques.

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- Public relations.
- Computer software configuration and testing.
- Effective training techniques.
- Office methods and procedures.

**Ability to:**

- Perform a variety of technical work in the planning, design, installation, configuration, maintenance, and repair of computer hardware and software.
- Receive Court computer user inquiries and provide a variety of technical assistance with identifying, troubleshooting, and resolving hardware and software problems.
- Plan and accomplish installation and modification projects.
- Test equipment and software and log problems.
- Analyze system malfunctions and develop solutions for problems.
- Conduct problem follow-ups with Court computer users.
- Test software and log problems.
- Skillfully use a variety of Court computer software and special software applications.
- Work closely with Court judicial officers, management, and staff in providing training and assistance with the use of computer equipment and software.
- Gather and organize information, developing logs and records.
- Generate a variety of computerized reports.
- Skillfully present ideas and information in oral communications.
- Effectively represent the Superior Court of California, County of San Francisco and the Information Technology Group in contacts with computer users and others.
- Establish and maintain cooperative working relationships.

**Training and Experience:**

Any combination of training and experience which would likely provide the required knowledge and abilities is qualifying. A typical way to obtain the required knowledge and abilities would be:

One year of responsible technical work experience in the installation, maintenance, troubleshooting, and repair of computer hardware and software. The experience should include substantial background in maintaining on-going communications and contact with computer users to define and resolve problems.

**Special Requirements:**

An incumbent may be required to pass a criminal history background check. Information discovered through such a background check may become grounds for dismissal from employment.

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*revoked without notice. Terms and conditions of employment are "at will" employment at the pleasure of the Judges of the Superior Court of California, County of San Francisco.*