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VACANCY ANNOUNCEMENT

Position Title: Information Technology Support Specialist

Pay Rate: Starting at \$30.33 per hour, plus benefits

OVERVIEW: The First District Court of Appeals is accepting applications for an Information Technology (IT) Support Specialist. Under the direction and supervision of the Court Administrator, the IT Support Specialist will be responsible for a variety of tasks related to the Court's technological needs. The IT Support Specialist will be responsible for completing initial troubleshooting on a wide-range of technological applications and programs. The IT Support Specialist will also act as a liaison between the Court and several county contacts. This position will provide other technological assistance as needed, including placing help-desk tickets with county contractor and other technology vendors. The IT Support Specialist is expected to provide backup assistance to administrative staff as needed, including data entry and case flow processing.

ESSENTIAL DUTIES AND RESPONSIBILITIES OF THE POSITION:

The following duties are usual for this position. These duties are not to be construed as exclusive or inclusive. Other duties may be required or assigned by the Court Administrator.

Respond to IT complaints, inquires, and questions, including both hardware and software issues. Conduct initial troubleshooting and enter helpdesk tickets with appropriate vendors when necessary.

Maintain inventory of all computer hardware and equipment.

Assist Court Administrator in implementing technology projects, including but not limited to applying and acquiring, and implementing technology grant projects.

Serve as liaison between the Court and all technology vendors, including, but not limited to the County IT contractor, the Court's Case management system (CMS), the county case management system, the virtual meeting vendor, the courtroom recording vendor, and the county technology group.

Assist County IT vendors in the installation and maintenance of all computer system hardware, including laptops, monitors, printers, etc.

Assist Administration in uploading documents to the Court's website.

Assist with maintaining and organizing Court's Shared Drives and Cloud Services.

Identify and learn appropriate software and hardware used and supported by the Court.

Remain up-to-date on technological advancements, recurring issues, and trends in order to provide recommendations to the administration regarding the Court's use of technology, including network, software, and hardware needs.

Coordinate and assist with set up and use of Court's technology for court proceedings and for court trainings/educational seminars.

Address daily Court technical needs, as requested.

Participate in developing and training of staff on use and operation of data processing equipment, software applications, and maintaining appropriate cyber security.

Serve as courtroom bailiff as needed, including operation of recording equipment.

Provide administrative support backup when needed including, but not limited to data entry into Court Case Management System and assisting Court customers.

EDUCATION: Minimum of an Associate's Degree in Computer Science or related field from an accredited college, university or vocational school, or commensurate experience in the field of computer technology in lieu of degree.

QUALIFICATIONS: The requirements listed below are representative of the knowledge, skill and/or ability required.

- Strong working knowledge of computer operating systems and programs, with some experience with programming language and database systems.
- Familiarity or prior experience with Court processes and case management preferred.
- Knowledge of networking basics and ability to troubleshoot related issues.
- Possesses strong attention to detail, organizational and time management skills.
- Excellent verbal and written communication skills, including the ability to convey technical information.
- Ability to incorporate technology into the legal field in accordance with the law.
- Ability to interact and communicate with judges, attorneys, and Court personnel.
- Ability to show flexibility and initiative to anticipate end user needs.
- Strong work ethic geared towards customer service.
- Technical software skills in Microsoft Office products, Microsoft Server, and Windows.
- Technical hardware skills with desktops, iPads, Surface Pros, printers, copiers, mobile/wireless equipment, and phones.
- Proficient with Microsoft Office Standards, including Word, Excel, and Outlook.
- Ability to keep sensitive information confidential.

COURT EXPECTATIONS OF EMPLOYEE: In completing the duties and responsibilities of the position, the Court expects the IT Support Specialist will adhere to all Court policies, guidelines, practices, and procedures; act as a role model both inside and outside the Court; exhibit a professional manner in dealing with others; and work to maintain constructive working relationships. In addition, the Court expects the IT Support Specialist to maintain a positive and respectful approach with superiors, colleagues, and individuals inside and outside the Court.

Interested candidates should submit a cover letter, resume, and a list of references by email to Renata Freese at RFreese@firstdistrictcoa.org. The position will remain open until filled.

EQUAL OPPORTUNITY EMPLOYER: The State of Ohio, the Supreme Court of Ohio, and the First District Court of Appeals are all Equal Employment Opportunity Employers and do not discriminate on the basis of race, color, religion, gender, gender identity or expression, national origin (ancestry), military status, disability, age (40 years or older),

genetic information, sexual orientation, or caregiver status, in making employment-related decisions about an individual.

The Supreme Court of Ohio and the First District Court of Appeals are both equal employment opportunity employers that support an alcohol and drug-free, and a weapons and violence free, work environment.

Background Check Information: The final candidate selected for the position will be required to undergo a criminal background check and a pre-employment drug test. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal convictions will be made before excluding an applicant from consideration.