**Division:** Division of Technology and Facility Services  
**Date Created:** 2023 03-01  

**Position Title:** Tier 1 Field Technician  
**FLSA Status:**  

**Direct Reports to:** Dual Report: Network/Infrastructure and User Support Services Managers  
**Position Level:**  

**EEOC Code:**  
**Salary Range:** $45,000-$55,000  

**Position Summary:**  
This position provides on-site installation and technical support statewide. This includes, but is not limited to, computer hardware and peripherals, applications, audio-visual systems, infrastructure hardware, and network and audio-visual cabling.

**Essential Position Duties and Responsibilities:**
- Provides installation of network endpoints such as computers, video conferencing units, cameras, IP telephones, switches, routers, and access points.
- Installs/Relocates network racks, infrastructure equipment, Ethernet cable, A/V wiring, and fiber optic runs in a variety of courtroom and office environments.
- Tests, troubleshoots, and resolves issues related to applications and systems, and all forms of hardware and peripherals, as well as cabling and connectivity.
- Assists users with PC applications and court applications, as needed.
- Educates users on the proper care, maintenance, and use of equipment/software.
- Tracks issue resolution to closure and manages work orders to ensure timely completion of assigned workload.
- Performs other duties as assigned.

**Requisite Qualifications, Education, and Credentials:**
- High school diploma and two (2) years of experience in related area. Associate degree or training in relevant technical field may replace two (2) years of required experience.

**Preferred Skills and Knowledge:**
- Knowledge of IP networking, LAN/WAN environments, and telecommunications.
- Knowledge of Microsoft Office applications.
- Knowledge of computer hardware architecture, operating systems, and imaging technologies.
- Knowledge of cabling infrastructure, such as industry-standard hardware, racks, punch downs blocks, cable trays, ladder rack and patch panels.
- Strong administrative, organization, and time management skills.
- Strong interpersonal/customer service skills, detail oriented and able to coordinate and manage multiple tasks.
- Ability to perform in a dynamic work environment.
- Ability to work with teams as well as independently with little oversight.
- Ability to communicate well verbally and in writing.

**Licensure Requirements:** NA
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<thead>
<tr>
<th>Working Conditions (Physical/Mental Demands, and Environmental Factors):</th>
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<tr>
<td>• Ability to work nontraditional hours as needed.</td>
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<td>• Must have valid state issued driver’s license and reliable transportation.</td>
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<td>• Ability to travel throughout the state which will result in overnight stays.</td>
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<td>• Ability to lift forty (40) lbs.</td>
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<td>• Ability to work in areas that will require frequent bending, crawling, and/or kneeling.</td>
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<td>• Ability to frequently work from a ladder and/or overhead.</td>
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<th>Continuing Education Requirements:</th>
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<td>Maintain current knowledge on related technology developments and trends.</td>
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| Performance Metrics: TBD |

All positions of the Supreme Court of Appeals of West Virginia are considered at-will and may be terminated at any time, with or without notice or cause.