

**The Administrative Office of
The Supreme Court of Appeals of West Virginia
Position Announcement**

TECHNOLOGY SERVICES EMPLOYMENT OPPORTUNITY

Charleston, West Virginia

Posted 08-25-2020

The Administrative Office of the Supreme Court of Appeals of West Virginia (“AO”) announces the following professional opportunity within its Technology Services Division, headquartered in Charleston, West Virginia. The position is User Support Services Coordinator reporting to the User Support Services Manager.

User Support Services Coordinator

Position Purpose: This is a lead technical position that is responsible for providing coordination and training for enterprise user support.

Minimum Qualifications: Bachelor’s degree in information technology field. Additional years of qualified experience may replace bachelor’s degree. Four (4) years in either service desk operations or end user field support.

Primary Duties and Responsibilities include:

- Provides advanced local and remote system administration support, maintenance, and configuration, which can include nonstandard work hours or after-hours support.
- Troubleshoots escalated problems.
- Assists manager in maintaining a collaborative environment and framework to accomplish organizational goals.
- Assists manager with strategic equipment replacement planning, as well as assisting with inventory management.
- Provides support as a training resource for new hires and continuing education for existing staff.
- Assists in maintaining standard operating procedures.
- Assists in improving the IT knowledge base.
- Assists in monitoring quality of user-facing communications.
- Assists in monitoring support requests are well document in the ticketing system from creation to resolution.
- Performs other duties as assigned.

Preferred Knowledge, Skills and Abilities:

- Intermediate/advanced knowledge of LAN/WAN environments and telecommunications.
- Intermediate/advanced knowledge of Microsoft Active Directory and Exchange.
- Advanced knowledge of remote access tools.
- Advanced knowledge of Microsoft Office Applications.
- Experience with service desk ticketing systems.

- Advanced problem solving and troubleshooting capabilities.
- Advance oral and written communication skills.
- Experience working in a fast-paced, cross-functional environment.
- Experience providing advanced user support as it relates to networks, patch management, computer systems, and anti-virus.
- Ability to work with teams as well as independently with little oversight.
- Knowledge and experience supporting CMS and/or workflow management software.
- Ability to prioritize work, and act as the central point of contact.

Working Conditions (Physical/Mental Demands, and Environmental Factors):

- Ability to work nontraditional hours as needed.

Continuing Education Requirements:

Maintain current knowledge on technology developments and trends in providing technology support in judicial and court administration through participation in a variety of outside programs, state and nationwide.

Maintain and acquire industry related certifications.

Criminal Background Check: All successful candidates must submit to a criminal background check.

COMPENSATION AND BENEFITS INCLUDE:

- Competitive salary based on experience and qualifications,
- Medical Insurance,
- Optional Flexible Benefits Coverage (dental, vision, disability, and excess medical),
- Life insurance,
- Defined benefit pension plan,
- Section 457 deferred compensation plan, 12 paid holidays, and
- Annual and sick leave.

THE ADMINISTRATIVE OFFICE (AO) OF THE COURTS:

The AO, located in Charleston, West Virginia, provides administrative direction and support to all elements of the state judiciary.

West Virginia Courts. West Virginia has a Unified Court System, under which all state courts, including Circuit Courts, Magistrate Courts, and Family Courts, are supervised and administered by the Supreme Court of Appeals. The Supreme Court of Appeals is also the state's only appellate court. The Supreme Court of Appeals and its Administrative Office are located in Charleston and housed in the State Capitol Complex. More information about West Virginia's Courts can be found on our website at www.courtswv.gov.

Equal Opportunity in Employment. It is the policy of the West Virginia judiciary to provide equal opportunity in employment for all persons, and to recruit, select, train, promote, retain, and discipline without regard to race, color, sex, age, disability, religion, sexual orientation, or national origin. Further, it is the policy of the West Virginia judiciary to maintain a professional workplace in which individuals are accorded respect, and an environment free of harassment, including verbal or physical conduct that creates

an intimidating or hostile environment for any individual on any prohibited basis. As an employer with an Equal Employment Opportunity/Affirmative Action Plan, the Court complies with government regulations and related Equal Employment Responsibilities where applicable.

APPLICATION PROCESS:

To apply for this position, direct the following application materials to Joan.Mullins@courtswv.gov :

- Cover Letter,
- Resume,
- Professional References (at least three, including current contact information),
- Signed Court Employment Application (available on Court website), and
- Signed, Notarized Release for Criminal/Background Check (available on Court website).

Thank you for your interest in employment with the Supreme Court of Appeals of West Virginia.