

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

**ADMINISTRATIVE OFFICE - KANAWHA COUNTY
EMPLOYMENT OPPORTUNITY
Position open until filled**

The Supreme Court of Appeals of West Virginia has an immediate professional opportunity for a *Tier 2 Service Desk Technician* in Charleston, West Virginia. This position directly reports to the User Support Services Manager.

Position Summary:

This position is the second point of contact through the service desk for enterprise users.

Essential Position Duties and Responsibilities:

- Responds to service requests via telephone, email, instant messaging, and other communication mechanisms which overflow from Tier 1 Service Desk Technicians.
- Triage and resolve escalated and /or complex technical issues from Tier 1 Technicians.
- Provide Tier 1 Technicians additional support for complex issues.
- Recommend changes to maximize the efficient and timely resolution of issues.
- Perform remote troubleshooting through diagnostic techniques and pertinent questioning to determine cause of reported issue.
- Creates detailed work tickets to document reported issues which also includes diagnostic results, supplementary information and resolutions.
- Assesses and determines if issues need further assistance from other technical resources.
- Performs other duties as assigned.

Requisite Qualifications, Education, and Credentials:

- High school diploma and four (4) years of experience in related area. A college degree (associate or above) in a technology related field or applicable certifications (A+, Network+, etc.) may replace some or all the required or experience.

Preferred Skills and Knowledge:

- Ability to diagnose and resolve complex technical issues.
- Strong understanding of computer systems, mobile devices and computer peripherals (printers, desktop scanners, etc.).
- Superior attention to detail.
- Ability and willingness to learn and adapt to new technologies and ever-changing applications.

- Ability to work and think independently as well as in a team-oriented environment.
- Ability to coordinate and manage multiple tasks simultaneously.
- Ability to communicate clearly and effectively.
- Intermediate knowledge of video conferencing systems and remote technology applications such as Microsoft Teams or Webex.
- Use/Knowledge of Microsoft Autopilot and Intune.
- Use/Knowledge of various forms of Multi-Factor Authentication (apps, security token, biometrics, etc.).
- Use/Knowledge of Microsoft Office applications.
- Use/Knowledge of remote access tools.
- Use/Knowledge of ticketing systems.
- Strong interpersonal/customer service skills with an even temperament.

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.

Performance Metrics: TBD

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.

West Virginia Courts

West Virginia has a Unified Court System, under which all state courts, including the Intermediate Court of Appeals, 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.

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.

Application Process

To apply for this position, please direct the completed Court Employment Application (available on Court website), along with a letter of interest highlighting applicable experience, and a resume, including references to:

Cassie.Long@courtswv.gov

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