

Job description

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 Field Technician*** in Charleston, West Virginia. This position dual reports to the User Support Services and the Network/Infrastructure Managers.

Position Summary:

This position provides lead 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:

- Performs technical service and preparation of new equipment for deployment, and ensures endpoints are patched and updated to compliant security standards.
- Conducts site surveys and assessments of infrastructure and systems in the field and works with contractors and building managers on new construction and renovations.
- Documents resolutions for technical issues related to applications and systems, and all forms of hardware and peripherals, as well as cabling and connectivity.
- Mentor other technicians on related duties and responsibilities.
- Conducts assessments and makes independent decisions on how to approach the issue to resolution.
- Maintains standard configurations to ensure consistent and optimum performance.
- Assists with determining needed parts, supplies, and tools to be ordered to maintain service levels.
- Conducts specialized end user training on systems, general and court applications, as needed.
- Provides recommendations for improvements, enhancements, and optimization.
- 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.
- 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 four (4) years of experience in related area. Bachelor's degree in technical field may replace four (4) years of required experience.
- Applicable certifications.

Preferred Skills and Knowledge:

- Knowledge of IP networking, LAN/WAN environments, and telecommunications.
- Knowledge of computer hardware architecture, operating systems, and imaging technologies.
- Knowledge of Microsoft Office applications.
- Ability to understand and interpret building drawings and schematics.
- Ability to terminate and splice/fuse fiber optic cabling.
- Ability to certify ethernet and fiber optic cabling.
- Ability to solder and prepare low voltage wiring.
- Knowledge of audio-visual and control systems technology.
- Knowledge of cabling infrastructure, such as industry-standard hardware, racks, punch down blocks, cable trays, ladder rack and patch panels.
- Use/Knowledge of ticketing systems.
- 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.

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

- Ability to work nontraditional hours as needed.
- Must have valid state issued driver's license and reliable transportation.
- Ability to travel throughout the state which will result in overnight stays.
- Ability to lift forty (40) lbs.
- Ability to work in areas that will require frequent bending, crawling, and/or kneeling.
- Ability to frequently work from a ladder and/or overhead.

Continuing Education Requirements:

- Maintain industry-standard certifications.
- Maintain current knowledge on related technology developments and trends.

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:

Angela.Lude@courtswwv.gov

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

Job Type: Full-time

Pay: \$50,000.00 - \$60,000.00 per year

Benefits:

- Dental insurance
- Health insurance
- Life insurance
- Paid time off
- Retirement plan
- Vision insurance

Schedule:

- 8-hour shift
- Monday to Friday

Education:

- High school or equivalent (Required)

Ability to Relocate:

- Charleston, WV 25305: Relocate before starting work (Required)
- Work Location: In person