

**Lorain County Common Pleas Court**

Position Description

**Classification Title: Court Systems Manager**

FLSA Status: Non-exempt Employment Status: Full-time

Exemption Type: N/A Reports To: Court Administration

Civil Service Status: Unclassified Division: Common Pleas General Division

**DISTINGUISHING JOB CHARACTERISTICS**

Provides assistance and support in the management of all computer and computer- related equipment within the Court.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

***To perform this job successfully, an individual must be able to satisfactorily perform each essential duty listed below. Reasonable accommodations will be made for disabled persons, covered by the Americans with Disabilities Act, in accordance with its requirements.***

Maintains computer system, including the Crestron System, OCCS-Ohio Community Supervision System and all courtroom systems. Adds system users, sets up new printers, purges and deletes outdated files, performs system backups and performs other maintenance functions.

Monitors system software operating problems, and serves as a liaison and support with software vendors to troubleshoot and maintain the system. Oversees issues or concerns with Zoom or other virtual meeting systems as needed.

Generation of customized reports. Uses information query to compile statistics for annual report or any other statistics needed by the Common Pleas Court.

Maintains Windows system to ensure proper operation of Court's word processing, spreadsheets, database, e-mail and Internet access. Adds new users, and printers, performs TCP/IP addressing and backups, monitors and troubleshoots system for operating problems.

Maintains responsibility for diagnosing and repairing all computer, printer and courtroom technology systems including Crestron System component problems. Performs hardware upgrades and installs new components.

Acts as a liaison with outside vendors of technology systems.

Maintains responsibility for configuration and installation of all software used by the court.

Handles problems associated with computer network, including maintaining multiple wireless connections and dial-up lines. Troubleshoots modems and hubs. Runs cable and makes patch cables.

Provides training and support to computer users including components for Microsoft Office and other systems applications.

Works with Clerk of Courts IT personnel to install and maintain CMS (GBS & Pioneer BenchMark) and Jury management system (JuryMark)

**OTHER DUTIES AND RESPONSIBILITIES**

Performs various tasks related to video recording, editing, uploading and other duties as assigned by Administration.

Provides training and support to computer users including components for Microsoft Office, Pioneer, AVI, Emerge and OCSS applications.

**SCOPE OF SUPERVISION**

None.

**EQUIPMENT OPERATED**

Computer servers; workstations; printers; repeaters; hubs; routers; modems; cable crimpers; cable testers; wire tracers; cellular devices; cable punch down tools; ELMOs; sound systems and recording equipment.

**CONTACTS WITH OTHERS**

Outside and inside contacts involving ordinary business dealings where improper handling may affect results, but where the next higher level of supervision is primarily responsible. Regular contacts include hardware and software vendors; other System Managers and assistants within the county; Judges, Magistrates and other Court and probation staff.

Outside and inside contacts requiring a high degree of diplomacy and the ability to deal with and influence persons in all types of positions such as, Lorain County Child Support Enforcement Agency, County Commissioners, County Auditor’s Office, Judges, elected officials, Court staff, vendors; County IT staff, Lorain County Clerk of Courts, Lorain County Sheriff’s Department and other divisions within the county.

**CONFIDENTIAL DATA**

Full and complete access of all confidential data, reports and material relative to the present and future overall operation of the Court. Confidential information includes, but is not limited to non-public record information contained in court-related files pertaining to criminal and civil matters; network passwords and files; Court information stored within the computer system.

Ability to maintain confidentiality and exercise extreme discretion. Work involves general access to non-public record organizational reports, records, plans and programs where considerable integrity is required to adequately safeguard the Court’s relationship with the public.

**WORKING CONDITIONS**

Somewhat undesirable conditions. Exposure to dampness, cold, noise, dust and other conditions when running cable in basement, hot-wiring closets, roofs and other locations.

**USUAL PHYSICAL DEMANDS**

***The following physical demands are typically exhibited by position incumbents performing this job’s essential duties and responsibilities. These physical demands are not, and should not be construed to be job qualification standards, but are illustrated to help the employer, employee and/or applicant identify tasks where reasonable accommodations may need to be made when an otherwise qualified person is unable to perform the job’s essential duties because of an ADA disability.***

While performing the duties of this job, the employee is required to sit, speak clearly and to hear. Employee occasionally bends and reaches when running cabling, plugging wires into personal computers, and other related tasks. Employee converses with others in person and by telephone and email. Vision demands include close, relatively detailed vision when using a computer screen and reviewing data. Duties involve concentrated mental and visual attention and/or coordination usually more than 50% of the time. Employee typically lifts and carries computer monitors, cables, CPUs, tools and other items weighing between 20-40 pounds on an intermittent basis.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES**

**Knowledge of**: computer operations and applications; Windows administration; network administrations; computer hardware; personal computer software products; personal computer operating systems; cloud computing and storage; virtual meeting systems.

**Ability to:** maintain confidentiality of confidential and sensitive subject matter; maintain effective work relationships with associates and job contacts; train and coach others in computer applications; work independently.

**Skill in:** project management; troubleshooting; diagnosing and repairing computer hardware and software problems; operating computers; application of court software programs; typing; communicating effectively with computer users.

**QUALIFICATIONS**

An appropriate combination of education, training, course work and experience may qualify an applicant to demonstrate required knowledge, skills, and abilities. An example of an acceptable qualification is: Bachelor’s degree in Computer Science with three years training or experience working with computers and networks.

Ability to document identity and employment eligibility within three (3) days of original appointment as a condition of employment in compliance with Immigration Reform and Control Act requirements.

Possession of a valid Ohio driver’s license and a demonstrated safe driving record. Must be eligible to drive under the County Commissioner’s Driver/Vehicle Risk Reduction Program.

## **LICENSURE OR CERTIFICATION REQUIREMENTS**

State Motor Vehicle Operator's License.

**This job description in no manner states or implies that these are the only duties and responsibilities to be performed by the employee filling this position, who will be required to follow instructions and perform any duties required by the employee's supervisor or designee.**

# MANAGEMENT APPROVAL

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**Authorized Court Management Representative Date**

# EMPLOYEE UNDERSTANDING

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**Employee Date**