

**JUDICIAL INFORMATION SYSTEMS**  
**COURT OFFICE SYSTEM TECHNICIAN II**

**NATURE OF WORK**

This is advanced professional and technical work in the analyses and implementation of office systems technology in the Court system.

Employees in this position are responsible for conducting complex studies of Court offices for implementation of office systems technology or for performing advanced work in the training of employees and supervisors in new office systems. Work may involve planning and organizing studies of various office operations, interviewing office staff employees and supervisors, conducting cost-benefit studies and developing effective recommendations for implementing office system technology in complex office settings. Some incumbents may be responsible for conducting training in the use of automated office equipment systems and their components, procedures and applications. Independent judgment is exercised in the organization of work and in the development of studies or training activities. Employees in the position will also be responsible for the design, development, installation, and training for small database applications for various Court programs.

**ILLUSTRATIVE TASKS**

Plans, organizes and conducts studies of complex Court offices to identify areas for the application of office systems technologies, performs data collection activities, interviews office employees and supervisors to obtain relevant information and develops recommendations to configure office systems equipment.

Analyzes work flow processes and develops recommendations for improvements and solutions to problems utilizing office systems.

Assists in the implementation of new office systems in a variety of Court office operations.

Keeps supervisors informed of study findings and communicates findings and recommendations of officials within the departmental operation being studied.

Conducts training in office equipment operation and in the use of automated office systems and their components, procedures and applications, coordinates operator training schedules with user department and vendors.

Assures that office systems installations are performing the applications that particular system configurations were designed and accomplish.

Responds to inquiries from officials of Court office Court programs concerning office systems technologies, assists in the development of installation implementation plans.

Must be able to lift 50 pounds, must be able to stand on a ladder to pull cable.  
Performs related work as required.

**JUDICIAL INFORMATION SYSTEMS**  
**COURT OFFICE SYSTEM TECHNICIAN II**

**KNOWLEDGE, ABILITIES, AND SKILLS**

Considerable knowledge of PC based hardware and software including networking.

Considerable knowledge of research techniques required to gather information for use in the application of office systems technology.

Ability to gather information through interviews, observations and questionnaires.

Ability to work effectively with superiors, court employees and supervisors, and program directors.

Ability to express ideas clearly and concisely, verbally and in writing.

Considerable knowledge in data communications.

Timeliness and attendance are essential functions of the job.

**DESIRABLE EXPERIENCE AND TRAINING**

Graduation from an accredited college or university with a Bachelor's Degree in Computer Science, Business or Public Administration, Management Science, experience in the implementation of office systems technology, or related analytical work, three years of technical experience in installation and support of microcomputers, office automation technology, and with at least one year in technical project leader assignment, or equivalent amount of training or experience.

**GENERAL INFORMATION**

FLSA Status:           Non-exempt  
No. of Positions:       1  
Work Location:       Judicial Information Systems  
Class Spec.Est/Rev:   R5/94