

# **Part-time User Support Analyst**

## **GENERAL DESCRIPTION OF DUTIES**

This is advanced professional and technical work in the operation and implementation of Audio/Video systems and associated technology in the Court system.

Employees in this position are responsible for performing daily operation and general maintenance of the court's audio/video systems. Employees in this classification assist with all aspects of audio and video production, and installation and maintenance of current and new systems and special projects. This position is responsible for maintaining accurate records/logs of work performed. Employees in this position may be responsible for conducting training in the use of court audio/video systems and equipment and their components, procedures and applications. Independent judgment is exercised in the organization of work. Perform related work as required.

This work is performed 20 hours per week, between the hours of 8:30 A.M. until 12:30 P.M., Monday through Friday.

Under general supervision, the purpose of the position is to perform:

## **SPECIFIC DUTIES AND RESPONSIBILITIES**

### **ESSENTIAL JOB FUNCTIONS**

Operates, performs general maintenance, and tests the technical video/audio equipment for the court's video system.

Performs technical troubleshooting and provides technical support for the video/audio system equipment.

Troubleshooting of video/audio systems: hardware and software.

Provides training to other system users.

Assists in the installation and maintenance of new systems and special projects.

Duplication of court recordings and production of court recording files as required.

Operation of digital editing and production equipment.

Set up and operation of field production equipment.

Writing, review and evaluation of scripts for video production purposes.

Scheduling of production personnel and equipment.

Non-linear computer-based editing.

Travel to multiple locations within Broward County as needed for repair, maintenance and installations. This will include Detention Centers and Satellite Courthouses.

Identify problems from user information to facilitate proper remedies.

Understanding of data transmission and interface technologies.

Installation, operation and maintenance of video teleconferencing systems: both software and hardware based technologies.

Create, install, terminate and repair cables as need and directed

Assists as liaison to the media and the public; responds to media requests concerning recorded court proceedings.

Act as liaison to the media and public on high profile cases. Provide coordination of media and public as needed and directed by the judiciary and administrative directives.

Assists legal, judicial, and law enforcement entities with video/audio equipment needs, i.e., surveillance, evidence video recording, trial assistance.

Determines appropriate placement of cameras, microphones, and speakers for recording, audio, and visual clarity for courtrooms and other areas in the court system.

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

Maintain court audio/video equipment inventory and accurate documentation.

Must be able to lift 50 pounds

Must be able to stand on a ladder to pull cable and adjust/install equipment.

Must be able to maneuver on the floor to install and troubleshoot equipment and cables.

Performs related work as required.

The list of essential functions, as outlined herein, is intended to be representative of the tasks performed within this classification. It is not necessarily descriptive of any one position in the class. The omission of an essential function does not preclude management from assigning duties not listed herein if such functions are a logical assignment to the position.

### **KNOWLEDGE, ABILTIES, AND SKILLS**

Proficiency in Microsoft Office applications including: Word, Excel, Powerpoint.

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

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

Timeliness, attendance and weekend/holiday availability are essential functions of the job.

### **MINIMUM TRAINING AND EXPERIENCE**

Graduation from an accredited college or university with a Bachelor's Degree in Communications, Criminal Justice, Film, Computer Science, Business or Public Administration, Management Science, experience in the implementation of Audio/Video systems technology, or related work, three years of technical experience in installation and support of Audio/Video systems, setup and operation of professional and/or industrial video/audio systems; One (1) year of experience with field production and digital non-linear post production equipment, Adobe Creative Suite. Vocational/technical training in the field may substitute for a portion of the required experience and is preferred; or an equivalent combination of education, training, and experience.

Considerable knowledge of PC based hardware and software including networking.

Considerable knowledge audio and video equipment and applications, data communications, and networks.

### **PERFORMANCE APTITUDES**

**Data Utilization:** Requires the ability to evaluate, audit, deduce, and/or assess data and/or information using established criteria. Includes exercise of discretion in determining actual or probable consequences, and in referencing such evaluation to identify and select alternatives.

**Human Interaction:** Requires the ability to exchange information for the purpose of obtaining information or clarifying details. Performs such within well-established policies, procedures and standards.

**Equipment, Machinery, Tools, and Materials Utilization:** Requires the ability to start, stop, operate, and monitor the functioning of equipment and/or materials requiring complex and/or rapid adjustments.

**Verbal Aptitude:** Requires the ability to utilize a wide variety of reference, descriptive, design, and/or advisory data and information.

**Mathematical Aptitude:** Requires the ability to perform addition, subtraction, multiplication, and division; calculate decimals and percentages; interpret schematics, diagrams, and graphs; utilize principles of geometry and algebra.

**Functional Reasoning:** Requires ability to apply principles of rational systems. Ability to interpret instructions furnished in written, oral, diagrammatic, or schedule form. Ability to exercise independent judgment to adopt or modify methods and standards to meet variations in assigned objectives.

**Situational Reasoning:** Requires the ability to exercise the judgment, decisiveness and creativity in situations involving a variety of generally pre-defined duties which are often characterized by frequent change.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight (12-50 pounds).

**Sensory Requirements:** Some tasks require the ability to perceive and discriminate colors or shades of colors. Some tasks require the ability to perceive and discriminate depths. Some tasks require the ability to perceive and discriminate sounds. Some tasks require visual perception and discrimination. Some tasks require oral communications ability.

**Environmental Factors:** Tasks may risk exposure to adverse environmental conditions, such as machinery and electric currents.

The State Courts System is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the State Courts System will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.