

POSTING DATE: August 21, 2015
REMOVAL DATE: September 11, 2015

POSITION ANNOUNCEMENT
FIRST JUDICIAL DISTRICT OF PENNSYLVANIA
EQUAL OPPORTUNITY EMPLOYER

POSITION: NETWORK SYSTEMS COORDINATOR II
Court of Common Pleas, Family Division

(Open to Promotion, Transfer and New Hires)

SALARY: \$42,380 - \$46,658 (G18)

FILING DEADLINE: Friday, September 11, 2015 at 4:00 PM

Applications are being accepted for this position. Qualified candidates may apply by submitting a completed application, cover letter and résumé to the Office of Human Resources, Room 668 City Hall, Philadelphia, PA 19107. **No email or facsimile submissions will be accepted.**

REQUIREMENTS:

1. Bachelor's degree from an accredited college or university.
2. Five (5) years experience in the operation of computers and computer peripheral equipment.
3. Five (5) years experience with administering and maintaining a wide area network including client support, Windows Network Environment is preferred.
4. Experience maintaining and administering TCP/IP networks.

OR

5. Any equivalent combination of training and experience determined to be acceptable by the First Judicial District of Pennsylvania.

ADDITIONAL REQUIREMENTS:

1. City residency required within (6) months of satisfactory completion of an employment orientation period.
2. Ability to perform the essential functions of a position in this class.

GENERAL DEFINITION

This is a mid-level position, working primarily in the Family Court Management Information Technology (MIT) department, providing hardware and software support to end users. Employees in this position must have knowledge of Windows Network Environment, Audio Visual equipment, and be capable of training others in those areas. An employee in this class may report, through a higher level technician or administrative superior, to the Family Court Director of Technology.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. These are not to be construed as exclusive or all-inclusive. Other duties may be required and assigned.

- Must be able to perform all the duties of Family Court Network Systems Coordinator I.
- The ability to move equipment weighing up to 50 lbs. is required as well as the ability to bend/kneel frequently while working with equipment.
- Diagnosing and resolving AV related equipment issues.
- Analyzing problems to properly identify underlying causes.
- Acting as a liaison between external/internal users to assure accurate problem interpretation.
- Maintaining communications with users during the problem resolution process.
- Ability to train, lead, and transfer knowledge to others
- Unlocking locked user accounts through Active Directory (AD).
- Resetting passwords.

MINIMUM KNOWLEDGE, SKILLS AND ABILITIES NECESSARY TO PERFORM THE ESSENTIAL FUNCTIONS

- A minimum of 5 years prior work experience in a fast paced desktop support setting;
- Strong understanding of WAN, LAN, Active Directory, DHCP, TCP/IP and DNS and how they relate to desktop support;
- Understanding Active Directory security groups, their purposes, and proper application;
- Proven experience documenting IT processes and procedures;
- Self-motivated with the ability to work quickly and independently with minimal supervision;
- Effective interpersonal and teamwork skills;
- Ability to diagnose and resolve AV issues;
- Knowledge of HP and Juniper Switch;
- Demonstrated superior technical and customer service skills;
- Demonstrated ability to manage multiple projects and follow through to completion;
- Show initiative and acts independently to resolve problems.

DESIRABLE KNOWLEDGE, SKILLS AND ABILITIES

Windows Network, Video Conferencing, CCTV, Adobe Photo Editing Software.

ENVIRONMENTAL CONDITIONS

General office conditions

Contact with employees, judges, and vendors.

PHYSICAL AND MEDICAL STANDARDS

Light lifting of computers and printers, cable installation. Must be able to perform physical activities associated with installation and maintenance of computer, AV, and network systems.

MARGINAL FUNCTIONS

Performs other duties as required.

The First Judicial District is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the First Judicial District will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective employees and incumbents to discuss potential accommodations with the employer.