



Judicial Council of Georgia

Administrative Office of the Courts

JOB ANNOUNCEMENT

I.T. Support Specialist I

<u>Recruitment Period:</u>	Submit resume by June 30th, 2022		
<u>Number of Positions:</u>	1 (One) position	<u>FLSA Status:</u>	Exempt
<u>Hiring Salary:</u>	\$45,000 - \$60,000 (USD)	<u>Position Location:</u>	Fulton County, GA

Job Summary

Acting under the supervision of a senior team member, this position directly interfaces with the agency's internal and external customers to provide I.T. support. The I.T. Support Specialist I will troubleshoot, configure, deploy, and support desktops, laptops, mobile devices, business applications, and other I.T. assets. This position will also be responsible for providing in-person meeting support, and providing support to various I.T. projects, as assigned.

To be successful in this role a candidate must possess excellent customer service and communication skills. The candidate must be able to effectively solve problems with limited direction.

Job Responsibilities and Performance Standards

- Assists with configuring, deploying, and supporting I.T. equipment, applications, systems, and services across the agency's infrastructure.
- Responds to internal and external inquiries and requests for technical support while providing direct assistance and issue resolution to users.
- Performs user and account administration (e.g., provisioning and deprovisioning accounts, group assignments, and inputting and updating user information).
- Collaborates with other I.T. staff to develop and improve I.T. and helpdesk workflows and processes, including the creation and maintenance of supporting documentation.
- Monitors and utilizes an enterprise helpdesk ticketing system to effectively communicate with other team members and clients.
- Provides in-person meeting support, including set up and take down of various Audio/Video (A/V) components.
- As assigned, directly assists or supports other I.T. projects and initiatives.
- Fosters innovation by continuing to familiarize themselves with new trends, technologies, and best practices relevant to their role.

Minimum Skills, Training, and Experience

- **CompTIA A+** certification or equivalent
- **1 or more years of experience** directly supporting users and workstations in an enterprise environment
- **Strong problem-solving abilities**
- Familiarity with common **I.T. protocols, technologies, and systems**
- Thorough understanding of **Microsoft Windows 10** and **Microsoft Office** applications
- Experience administering users in an enterprise directory (e.g., **Active Directory**)
- **Excellent interpersonal and customer service skills**
- **Possess the ability to communicate complex and technical concepts to a non-technical, general audience**

Preferred Qualifications

- A 2 or 4-year undergraduate degree from an accredited college or university
- Experience with cloud or IaaS solutions (e.g., AWS, Azure, Office 365, GCC)
- Experience with mobile device management (MDM)
- Experience with other operating systems, like GNU/Linux, OSX, and Chrome OS

To Apply:

Send your resume and cover letter, in **.pdf** format, to resume@georgiacourts.gov. Resumes submitted after **5:00PM (Eastern)** on **June 30th, 2022** will not be considered.

Subject line must include: **I.T. Support Specialist I, IT Division**

Additional Information:

Due to the volume of applications received, we are unable to provide information on application status by phone or email. All qualified applicants will be considered but may not necessarily receive an interview. Selected applicants will be contacted by the hiring manager to complete next steps in the hiring process.

Applicants who require accommodations for the interview process should contact resume@georgiacourts.gov or call 404-463-0638. The JC/AOC will attempt to meet reasonable accommodation requests whenever possible.