

**SUPREME COURT OF APPEALS OF WEST VIRGINIA
POSITION DESCRIPTION**

Division:	Division of Technology Services	Date Created:	2018 02-02
Position Title:	Tier 1 Field Technician	FLSA Status:	
Direct Reports to:	User Support Services Manager	Position Level:	
EEOC Code:		Salary Range:	\$45,000-\$55,000

Position Summary:

This position provides remote and on-site technical support statewide with emphasis on hardware, connectivity, cabling and application issues.

Essential Position Duties and Responsibilities:

- Conducts assessments and makes independent decisions on how to approach the issue to resolution.
- Assists with determining needed parts supplies and tools to be ordered to maintain service levels.
- Provides installation of network endpoints such as computers, video conferencing units, cameras, IP telephones, switches, routers, and access points.
- Diagnoses communication issues including cables, patch panels, network cards, and other network connection points.
- Conducts site surveys and assessments.
- Assists with identifying refresh of hardware systems.
- Provides support of peripheral equipment such as printers, scanners, and other devices.
- Assists users with PC applications and court applications as needed.
- Educates users on the proper care, maintenance, and use of equipment/software.
- Troubleshoots connection issues to applications, portals, and other systems.
- Ensures endpoints are patched and updated to compliant security standards.
- Tracks issue resolution to closure.
- Troubleshoots technical issues and document resolutions.
- Performs other duties as assigned.

Requisite Qualifications, Education, and Credentials:

- High school diploma and four (4) years of experience in related area. Bachelor's degree in technical field may replace four (4) years of required experience.

Preferred Skills and Knowledge:

- Knowledge of LAN/WAN environments and telecommunications.
- Knowledge of PC imaging technology.
- Knowledge of remote access tools.
- Knowledge of Microsoft Office applications.
- Use/Knowledge of ticketing systems.
- Knowledge of computer hardware architecture.

•	Ability to read and understand schematics/blueprints.
•	Strong administrative, organization, and time management skills.
•	Strong interpersonal/customer service skills, detail oriented and able to coordinate and manage multiple tasks.
•	Ability to perform in a dynamic work environment.
•	Ability to work in a team.

Licensure Requirements: NA

Working Conditions (Physical/Mental Demands, and Environmental Factors):

•	Ability to work nontraditional hours as needed.
•	Must have reliable transportation and valid state issued driver's license.
•	Ability to travel throughout the state which may result in overnight stays.
•	Ability to lift forty (40) lbs., and work in areas that might require crawling/kneeling or climbing on ladders.

Continuing Education Requirements:

Maintain current knowledge on technology developments and trends in providing technology support in judicial and court administration through participation in a variety of outside programs, state and nationwide.
 Maintain and acquire industry related certifications.

Performance Metrics: TBD

All positions of the Supreme Court of Appeals of West Virginia are considered at-will and may be terminated at any time, with or without notice or cause.