

**TWENTY-SECOND JUDICIAL CIRCUIT OF MISSOURI
FAMILY COURT - JUVENILE DIVISION
920 N. Vandeventer
St. Louis, MO 63108**

March 18, 2016

TITLE: **TECHNICAL SUPPORT SPECIALIST II**

QUALIFICATIONS: **Prefer Bachelor's Degree in Computer Science or a related field and a minimum of three years of progressively responsible software analysis work in the area of personal computer programming and networks. Prefer direct experience with Judicial Information System (JIS) and Cognos reporting software. Must be 21 years of age.**

DUTIES: **Works under the general direction of the Information Systems Manager of the Circuit. Incumbent performs tasks of moderately complex to considerable complexity in the analysis, development and revision of information systems on stand-alone personal computers and local area networks (LAN's). Performs higher levels of troubleshooting support for hardware and software as required, including deployment, inventory control and disposal.**

SALARY RANGE:
(City Paid Position) \$55,504 - \$85,876

CLOSING DATE: **For full consideration please submit resume by Monday, April 4, 2016, 5:00 p.m., however resumes will be accepted until filled.**

SEND RESUME AND ACADEMIC TRANSCRIPT WITH COVER LETTER

COVER LETTER: **Cover letter must include applicant's daytime phone number along with expression of interest in this position as well as a description of educational and experience qualifications that make him/her a good fit for this position.**

SEND TO: **Technical Support Specialist II Position
920 N. Vandeventer Ave.
St. Louis, MO 63108**

EOE

NO PHONE CALLS

See detailed job description below

JOB DESCRIPTION

DEPARTMENT: Information Systems

CLASS TITLE: Technical Support Specialist II

CLASS DEFINITION: Works under the general direction of the Information Systems Manager of the Circuit. Incumbent performs tasks of moderately complex to considerable complexity in the analysis, development and revision of information systems on stand-alone personal computers, and local area networks (LAN's). Performs higher levels of troubleshooting support for hardware and software as required, including deployment, inventory control and disposal.

JOB DUTIES:

- * Manages programs from departments in order to develop the structured specifications for programs that meets the department's business needs.
- * Translates structured specifications into a final, tested software product. Produces appropriate user and support documentation as required for locally developed software programs.
- * Completes assigned tasks in the time frame determined suitable by the Information Systems Manager of the Circuit.
- * Modifies existing software to meet the changing business requirements of the Court.
- * Monitors and contributes to the overall system communications design.
- * Trains and provides departmental guidance to new employees.
- * Allocates computer resources, installs and makes necessary adjustments for commercial software and hardware.
- * Supervises overall Information Systems operation of the Juvenile Court to include developing procedures and methods for day to day operation.
- * Works with the Office of State Courts Administrator to ensure the Information Systems operation of the Juvenile Court meets state requirements, and serve on state committees upon request.
- * Works with other courts or departments to maintain critical interfaces such as the warrant program.

- * Ensures a robust and redundant system of backups is in place on a continuing basis.
- * Serves as Technical Access Coordinator (TAC) for the access to the Regional Justice Information System (REJIS) and Missouri Highway Patrol System and ensures all requirements are met.
- * Designs and develops ad-hoc reports for upper level management for statistical reporting.
- * Trains end-users in the use of commercial and developed software.
- * Produces documentation to accompany all developed software.
- * Performs the duties of the Information Systems Manager in their absence.
- * Other duties as may be assigned.

KNOWLEDGE AND SKILLS AND ABILITIES: Incumbents of this position will have; considerable knowledge of the principles of structured systems analysis and design, considerable knowledge of LOTUS Notes, Excel, Word, Access, other structured query languages, networking and communications equipment, as used in a personal computer environment. Knowledge of the JIS Case Management System software is desirable. Knowledge of and ability to develop ad-hoc reports using standard reporting tools; ability to perform minor maintenance and installation of personal computer equipment; good communication and interpersonal skills for training users, gathering requirements and producing documentation is required.

MINIMUM QUALIFICATIONS: Prefer Bachelor's Degree in Computer Science or a related field and a minimum of three years of progressively responsible software analysis work in the area of personal computer programming and networks. Prefer direct experience with Judicial Information System (JIS) and Cognos reporting software. Must be at least 21 years of age.