

# 13<sup>TH</sup> JUDICIAL CIRCUIT COURT

## BOONE COUNTY COURTHOUSE



### Computer Information Technologist - Boone and Callaway County

Columbia, MO

**Starting salary range is \$41,121.60 - \$43,680 annually with option of a pay increase after a 6-month successful probationary period.**

We are looking for an energetic person to serve as a Computer Information Technologist at the Boone and Callaway County Courthouses. Typical duties include direct user support both in person and via remote access, software/hardware setup & configuration, server management, and user training.

We are a team of three, a Computer Information Technologist (more traditionally know as a help desk person) a Programmer Analyst, and an IT supervisor. We work closely together to support Judges, Clerks and all other staff to facilitate courthouse operations.

The position is Monday through Friday, occasionally working beyond normal working hours as the court requires.

#### **As a Boone County Paid Employee, you will have the following benefits:**

- ❖ Health Insurance
- ❖ Dental Insurance
- ❖ Vision Insurance
- ❖ Cafeteria Plan
- ❖ Life Insurance
- ❖ Paid Time Off
- ❖ 14 Paid Holidays per year

#### **Position Responsibilities:**

- Answers the helpdesk calls and assist the callers as needed.
- Responds to questions from users needing assistance; identifies problem source (hardware, software or operator error) and resolves problems; refers and discusses problems with supervisor or other designated contacts, as appropriate. Documents all issues in the helpdesk ticketing system.
- Responsible for inventory, configuration and deployment of technological hardware and equipment.

- Onboarding of new hires including account setup and configuration.
- Configure new computers, printers, scanners and deploy to the end user and document all changes in the courts inventory database.
- Responds to emergency situations in courtrooms and offices to resolve problems, as required.
- Oversee the day-to-day operation of applicable technology used in court (courtroom technology/AV/video conferencing systems) to ensure reliable and effective operation.
- Update the digital courtroom schedule on a daily basis
- Basic network support, including the creation of patch cables as needed.
- Configure and support IP telephones, manage call groups and related change requests
- Performs other related work as assigned.
- **Preferred knowledge/experience:** Windows workstation & server environments, Microsoft Office, Active Directory, Lotus Notes, TCP/IP, network printing, video conferencing, and basic computer and printer hardware maintenance.

**To Apply:**

Applications are available electronically at:

<https://www.courts.mo.gov/hosted/circuit13/forms/FullTimeJobApplicationForm.pdf>

Or

In person at Boone County Courthouse, 705 E. Walnut, Room 235, Columbia, Missouri 65201.

Completed applications may be submitted electronically in PDF format to BNE-Jobs@courts.mo.gov or returned to Boone County Courthouse, 705 E. Walnut, Room 235, Columbia, Missouri 65201. **EOE & in Compliance with ADA**