

## JOB DESCRIPTION

### JOB TITLE: DESKTOP SUPPORT TECHNICIAN

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EXEMPT: No  
GRADE: 21  
SALARY RANGE: \$39,952 - \$63,878  
SHIFT: 8:00 a.m. - 5:00 p.m.  
LOCATION: Clerk's Office  
REPORT TO: IT Director

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**SUMMARY:** A Desktop Support Technician is an Arizona Appellate Courts Specialist III position and has a maximum starting salary of \$55,000. The Desktop Support Technician is responsible for providing day to day professional desktop support to court personnel.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** may include but are not limited to the following: Perform routine hardware and software testing, configuration and installation. Develop and deliver desktop related training. Perform routine maintenance related to all hardware and software in the courts environment.

**ESSENTIAL FUNCTIONS:**

- ◆ Assist court users with PC, server, network and software problems.
- ◆ Package, test, deploy and update software.
- ◆ Create and maintain desktop images.
- ◆ Perform routine network and PC installation, troubleshoot, maintain and resolve any related problems.
- ◆ Identify user training needs, develop and deliver technical training.

**REQUIRED KNOWLEDGE, SKILLS AND ABILITIES:** Requires a Bachelor's degree and at least two years related experience or equivalent. Court experience is not required but could be helpful in some assignments. Thorough knowledge of Windows server and desktop operating systems up to 7 and 2008 R2, PC and server hardware and configuration including related peripherals. Thorough knowledge of Word, Excel, Power Point, Active Directory, Altiris, Exchange, IIS Web services and related web environment. Knowledge of Citrix Xen Server, Xen App, Xen Desktop, Compellent SAN, and/or other related environments. Knowledge of mobile devices including iPads, iPhones, Android, Blackberry, and Blackberry Enterprise Server. Strong customer service and problem solving skills including the ability to provide diligent, prompt, and courteous responses to users' questions or PC issues.

**REASONING ABILITY:** Ability to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Ability to deal with problems involving several variables in standardized situations.

**WORK ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- ◆ While performing the duties of this job, the employee occasionally works near moving mechanical parts.
- ◆ The noise level in the work environment is usually quiet to moderate.
- ◆ Position is not covered by the State Merit System.
- ◆ Background check is required.