

SANTA CRUZ SUPERIOR COURT



APPLICATION MATERIALS

Applications are available on our website: <https://www.santacruz.courts.ca.gov/general-information/employment>. For additional information please email the court at hrinfo@santacruzcourt.org or call (831) 420-2275. The hearing impaired TDD# is (831) 429-5514. Application packets can be emailed to hrinfo@santacruzcourt.org or to the following address:

Superior Court of California,
County of Santa Cruz
Human Resources Department
701 Ocean Street, Room 110
Santa Cruz, CA 95060

Selection

Only those candidates who submit a completed application packet (application and resume) by **5p.m. on May 30, 2023**, and who meet the minimum qualifications will be invited to a formal interview. The court reserves the right to use other screening methods for this recruitment as appropriate.

Job Recruitment

IT Administrator

About the Position

The Superior Court of California, County of Santa Cruz is seeking qualified candidates to establish an eligibility list from which to fill future vacancies for IT Administrator. Eligibility lists usually remain in effect for one year from the date the list is established or until there are fewer than three names on the list, whichever occurs first.

Under the general direction of the IT Manager, the position is a technical specialist who installs, maintains and supports a variety of technology solutions and infrastructure. This position is an entry level professional position for court technology classifications. Incumbents can journey to either Systems Administrator or Court Applications System Analyst. Journey class for system administrator or court applications system analyst.

Education and Experience

Bachelors in Computer Science and/or field-related certifications desired. Required one year of experience supporting IT infrastructure involving data networks, hardware, applications, and client platforms.

Typical Qualifications

Any combination of education, training, and/or experience which substantially demonstrates the following knowledge, skills, and abilities:

Knowledge of

Candidates for this position must have the following working knowledge:

- Network security, routing, switching, and firewalls
- Windows Server Platforms
- Microsoft 365 Enterprise Suite (E5)
- Public Cloud SaaS, PaaS, and IaaS
- Managing virtual infrastructure, Hyper-V, Nutanix, and HCI Solutions
- Backup and DR strategies
- VoIP Technologies
- Desktop and application deployment
- Server management tools
- Principles, practices, and techniques, of technical problem resolution
- Time management and organizational skills; project management techniques; techniques for managing change

Skills and Ability To:

- Subject matter expert on datacenter and computer systems (servers, desktops, routers, switches), security, and Court's critical systems
- Respond to and resolve problems impacting a variety of court-wide infrastructures using discretion and judgment (PCs, servers, printers, A/V systems network, application software, etc.)
- Communicate effectively with all levels of management
- Be flexible and adaptable to dynamic situations and demands
- Prepare clear, concise, and accurate documentation
- Establish and maintain effective working relationships
- Be a team player and have strong customer service skills



About the Court

The Superior Court of Santa Cruz County's mission is to preserve and protect the rights and ideals of society through the interpretation and enforcement of the law and provide equal access to justice through quality service to the community. It is also the mission of the court to treat all persons in the judicial system with dignity and respect.

The Superior Court of Santa Cruz County has established a reputation as a leader in innovative court programs and as an organization committed to providing high-quality public service. The court consists of 12 judges, one commissioner, and approximately 130 staff, with an annual budget of approximately 20 million dollars.

There are three court locations in Santa Cruz County: the main courthouse near downtown Santa Cruz, the Watsonville courthouse in downtown Watsonville, and the juvenile courthouse in the small, rural town of Felton.

About Santa Cruz

Santa Cruz County has 249,705 residents and is situated at the northern tip of Monterey Bay, 65 miles south of San Francisco, 35 miles north of Monterey, and 35 miles southwest of the Silicon Valley. Its natural beauty is present in the pristine beaches, lush redwood forests, and rich farmland. It has an ideal Mediterranean climate with low humidity and sunshine 300 days a year. There are four incorporated cities within Santa Cruz County. The two largest cities in the County are Santa Cruz (population 64,522) and Watsonville (population 53,800). Santa Cruz County is the Gateway to the Monterey Bay National Marine Sanctuary, has 29 miles of beaches and includes six state parks and six state beaches. Its quaint shops and restaurants, coupled with many cultural and recreational activities (sailing, fishing, golfing, tennis, hiking, mountain biking, surfing) provide a wealth of leisure activities.



Example of Duties:

Positions in this class may perform any or all the below-listed duties. These should be interpreted as examples of the work and are not necessarily all-inclusive.

1. Analyze, monitor, troubleshoot, and resolve network performance, integrity, security, availability, and other network issues and problems.
2. Analyze, review, recommend, and optimize technologies to enhance network performance; evaluate and recommend network software, hardware, and interconnectivity products.
3. Perform day-to-day LAN/WAN and server administration; create and maintain network users, groups, rights; network printer configurations; create, modify, and maintain user accounts, groups, resources, membership rights, and security access for Microsoft 365 applications.
4. Evaluate and recommend solutions; plan, design, install, optimize, upgrade, and maintain systems and software; configure vendor software to meet Court requirements; monitor the performance of hardware and operating system software and make recommendations to correct problems or improve performance; establish and monitor procedures for data security and access to the network; design and maintain back-up and recovery procedures.
5. Evaluate software and hardware solutions, make recommendations; prepare documentation, procedures, reports, specifications, program descriptions, operating instructions, training materials, and user manuals.
6. Maintain the Court-wide enterprise system, including the LAN and WAN, Internet, e-mail, and all aspects of hardware, software, operating systems, and interconnectivity.
7. Support network systems architecture involving the integration of multiple platforms, vendors' products, and technologies.
8. Conducts testing and acceptance of revisions and enhancements to the court application systems through clearly defined test plans, scenarios, scripts, and use cases;
9. Research, troubleshoot, analyze, and resolve reported issues with court application systems
10. Identify, recommend, and assist in implementing network system standards, conventions, and policies.
11. Stay current with leading-edge technologies.
12. Consult with current and proposed systems users on the design and feasibility of proposed systems and modifications; analyze client needs; identify alternatives; estimate cost and timing of systems modifications, purchase, and installation; develop, coordinate, and provide documentation, end-user, and staff training and orientation.
13. Attend and participate in a variety of meetings, seminars, and committees; maintain liaison with vendor representatives.
14. Participate in projects or components of projects; act as a liaison between various entities and project stakeholders.
15. Provide user desktop and application support.



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Compensation and Benefits

The position of IT Administrator is classified as exempt and is paid according to the following bi-weekly salary range:

\$2,724.88 to \$3,447.87 / Bi-Weekly

The Court offers a generous benefits package, which includes life insurance, a choice of health plans, dental and vision plans, membership in the California Public Employees Retirement System (CalPERS), paid holidays, and paid time off. Employees pay a portion of their own PERS retirement. Please contact HR if you would like more specific benefits information.

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The Superior Court of Santa Cruz County is an equal opportunity employer. Equal employment opportunity will be afforded to all qualified applicants or employees with respect to compensation and terms and conditions of employment, including hiring, training, promotion, transfer, discipline, and termination.