

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) 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

Systems Administrator

About the Position

Under the general direction of the IT Manager, the position is a technical specialist who defines problems, proposes preliminary solutions, prepares cost estimates, develops, customizes, implements, and maintains software, hardware and network specifications, configurations, and systems; coordinates the implementation of new or modified information systems; troubleshoots user and system problems; and performs related duties as required.

Requirements

Bachelor’s degree in computer science and/or field-related certifications desired or in lieu of degree, five years of experience designing, integrating, and supporting information systems involving data networks, internet technology, and client platforms.

COVID-19 Vaccination Requirements: Applicants must be fully vaccinated against COVID-19 as defined by the Center for Disease Control or have a valid medical or religious exemption approved by the Court’s Human Resources Division.

Individuals must be capable of performing the essential functions of the job and must be able and willing to adapt to the working conditions as specified below.

LICENSE REQUIREMENTS

Possession of a valid California Class C driver's license, or the ability to provide suitable transportation, which is approved by the appointing authority, is required for some positions.

Submission to a background investigation is required upon conditional offer of employment.

TYPICAL QUALIFICATIONS

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

- Network and cyber security,
- Network routing, switching and firewalls
- Windows Server Platforms
- PowerShell
- Microsoft 365 Enterprise Suite (E5)
- Public Cloud SaaS, PaaS, and IaaS
- Managing virtual infrastructure, Hyper-V, Nutanix, HCI Solutions
- Backup and DR strategies
- VoIP Technologies
- Desktop and server system deployment and management tools
- Principles, practices, and techniques, of technical problem resolution



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. Configure, deploy, and manage network devices that may consist of Cisco, Arista, and Fortinet products; analyze, monitor, troubleshoot, and resolve network performance (LAN/WAN/Internet), integrity, security, and availability; evaluate and recommend network software, hardware, and inter-connectivity products; optimize existing technologies to enhance network performance; coordinate the resolution of vendor problems pertaining to network connectivity; develop network systems architecture involving the integration of multiple platforms, vendor products, and technologies; design, recommend, and implement standards, conventions, and policies for network systems.
2. Plan, design, configure, upgrade, administer and maintain the Court-wide enterprise systems; this includes but is not limited to Windows server and desktop hardware and software, Active Directory, internet, email, backup and recovery, and Microsoft 365 (create and maintain user accounts, distribution groups, applications, threat protection, rights, and security access); configure vendor software to meet Court requirements; stay current with leading-edge technologies.
3. Assist users in configuring and troubleshooting Windows desktops, Microsoft 365 applications, court applications, network printers, scanners, PC hardware issues, and remote connectivity; prepare documentation, procedures, reports, specifications, program descriptions, operating instructions, training materials, and user manuals.
4. Evaluate software and hardware solutions, make recommendations for management review; 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.
5. Evaluate and recommend solutions for improving the performance of hardware and operating system software, backup and disaster recovery processes and procedures, data security, and access to network resources.
6. Attend and participate in a variety of meetings, seminars, and committees locally and branch wide; Manage projects, effectively and on budget through to successful completion. Act as a liaison between various entities and project stakeholders.



SKILL AND ABILITY TO:

- Subject matter expert on datacenter and computer systems (servers, desktops, routers, switches), security, Court's critical systems
- Respond to and resolve problems impacting a variety of court wide infrastructure using discretion and judgement (PCs, servers, printers, SAN, network, etc.)
- Perform project management including scheduling, developing critical paths, tracking, contingency planning, resource allocation, and team leadership
- 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

SPECIAL WORKING CONDITIONS:

The work environment is professional and generally clean inside buildings with limited exposure to dust, fumes, odors, and noise. Incumbents will be working under sometimes difficult and stressful conditions, with frequent deadlines and expectations to produce high-quality work under limited time constraints. The ability to work independently as well as closely with others is required. The person holding this position may at times be exposed to individuals who may be hostile and abusive; allergens such as dust and perfume; and unpleasant odors such as unwashed clothing or body odors. For some positions, evidence and testimony may be disturbing, such as photographs of murder scenes and victims; evidence may include syringes, drugs, weapons, and blood.

Some positions may be assigned to an alternate work schedule which includes evenings, depending upon the schedule of the Courts.

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Compensation and Benefits

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

\$3,268.02 to \$3,975.89 / 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.