

Circuit Court for Baltimore City Agency Information Technology (IT) Associate

The Circuit Court for Baltimore City is seeking a qualified applicant for the Agency Information Technology (IT) Associate position. This position will assist the Information Technology (IT) Manager with meeting the Court's IT needs. The Agency IT Associate will provide technical support for personal computers and network system infrastructure equipment, including testing, updating, maintaining, and providing training on microcomputer software and hardware. Duties will require extensive knowledge of Network Topography, Personal Computers, Network and local printer troubleshooting, and Telecommunication. The position also acts as the liaison with Judicial Information Systems, the Baltimore City Information Technology department, the Department of Telecommunications, and various Court vendors. The incumbent must possess the ability to interact with Circuit Court Judges, their support staff, and all other Circuit Court employees.

Essential Functions:

- Meets with Court users to ascertain information technology and Enterprise-based communication needs and services utilizing network systems;
- Investigates, diagnoses, and repairs problems in network-based systems;
- Advises the Court and superiors on network system problems, status, use, and maintenance;
- Assists in formulating, reviewing, and updating, short-range and long-range information technology-based communications plans and strategies for the Court;
- Develop material, equipment, and design costs based on user-projected communication needs and services;
- Maintains liaison with and oversees the work of outside contractors and vendors installing or repairing communication equipment;
- Review journals, magazines, and trade publications to remain informed on the latest trends and developments in the information technology field;
- Trains Court staff in the use and maintenance of network-based communications and equipment;
- Interacts regularly with Court users to develop a positive working relationship;
- Performs related work as required.

Education:

An Associates Degree in Computer Science or related discipline from an accredited college or university.

Experience:

One year of experience in a multi-operation system or production-controlled environment. Five years of hands-on experience, preferably supplemented with Microsoft and CISCO Certifications.

An equivalent combination of education and experience in Information Technology in a business setting may be considered in lieu of a four-year degree.

Compensation:

This is a full-time permanent position with benefits. The starting salary range is \$63,488-\$82,581.

To Apply:

This position is open until filled. Please submit a cover letter and resume to:

Ms. Jacqueline Hale
Circuit Court for Baltimore City
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Baltimore, Maryland 21202
jacqueline.hale@mdcourts.gov
No telephone calls please
www.baltimorecity.gov

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