

JOB #2014-023-I9
Desktop Support

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Where is AOC Located?

The Administrative Office of the Courts is located in Olympia, Washington, on Interstate 5 between Seattle, Washington and Portland, Oregon. Olympia and the surrounding Thurston County area offer numerous social, recreational, educational and cultural opportunities. Natural features include Puget Sound, the Olympic National Park to the west, and Mt. Rainier to the east. Mount St. Helens and the Pacific Ocean beaches are within a two hour drive of the city.

AOC PROFILE:

The Administrative Office of the Courts (AOC) is a department of the Washington State Supreme Court. Established by state statute in 1957, the mission of the AOC is to advance the efficient and effective operation of the Washington State judicial system.

The AOC carries out its mission through formulation of policy and legislative initiatives, court technology development, educational programs, and program support for 428 Washington judges and their staff. The AOC draws its employees from a wide range of professions including legal, information technology, research, education, and judicial administration.

The agency is administered by an executive team that is committed to maintaining a dedicated and diverse workforce that provides the highest quality of customer service and continuously develops strategies for improving the performance and effectiveness of the court system in Washington.

JOB NUMBER: 2014-023-I9

POSITION: Desktop Support

SALARY: \$44,712 TO \$58,656 per year DOQ

LOCATION: Olympia, Washington

OPENS: June 12, 2014

CLOSES: June 30, 2014

Desktop Support Job Overview

- Reporting to a section or unit manager, performs routine duties related to analysis, programming, installation, maintenance and/or system support of the AOC mainframe, network, and/or desktop operations for the Administrative Office of the Courts Judicial Information Systems.
- This classification is intended to perform duties at a low risk level using pre-determined methods on computer or telecommunication software and/or hardware, or applications running in stand alone, client/server, web-based, and/or networked environments.
- Priorities are set by others and many non-routine problems are referred to a higher level or to another support group for resolution.
- Work is closely supervised and is oriented toward productivity, skill development, and development of professional judgment.

Key Responsibilities

Provides primary desktop support including but not limited to:

- Assisting end users with the usage of Microsoft Office applications (this includes Word, Excel, PowerPoint, Outlook)
- Installing PC applications
- Creating user documentation and customized training
- Hardware problem diagnosis and resolution

Desktop Support

AOC Offers...

- The state of Washington offers a comprehensive benefits package, including health, dental, life and long-term disability insurance
- Vacation leave
- Sick leave
- Shared leave
- Family – Medical Leave
- Military and Civil leave
- Eleven paid holidays per year
- A state retirement plan
- Deferred Compensation Program
- Deferred College Tuition Program (GET)

The AOC is committed to the practice of equal employment opportunity and non-discrimination for all persons without regard to race, creed, color, national origin, sex, marital status, sexual orientation, age, honorably discharged veteran or military status, or the presence of any sensory, mental, or physical disability or the use of a trained dog guide or service animal by a person with a disability. Persons of disability needing assistance in the application process, or those needing this announcement in an alternative format, please contact Colleen Clark, AOC Human Resource Office, at (360) 704-4143 or fax (360) 586-4409, or via email to Employment@courts.wa.gov

SPECIAL NOTE:

All employees hired by the Administrative Office of the Courts are required to be fingerprinted for a criminal history background check with continued employment with the AOC contingent upon the results of this background check.

Application materials will be screened for the purposes of determining who will be selected for an interview.

Key Responsibilities (continued)

- Create, modify, and customize applications for individual users
- Input and manage software information in Software Licensing Database
- Ascertain, acquire, test and deploy software, updates and upgrades on user workstations

Qualifications

A bachelor’s degree in Information Technology, **OR** closely allied field; **AND**

- A minimum of 1 (one) year of experience working in an information technology environment.

The preferred candidate will have:

- A+ Certification
- In depth experience with Microsoft Office 2013 Products

A combination of education and experience that demonstrates a working knowledge of the functions and typical work of the Desktop Support may substitute for qualification requirements listed.

To be considered for this position, please submit:

- A cover letter specifying how you meet the qualifications of the position (no more than two pages).
- A chronological resume including: dates and total months/years in each position held for each previous employer.
- [Completed AOC application form.](#)

Failure to submit the required materials listed above may eliminate your application from consideration.

Submit materials by email, fax, or postal service to:

Washington State Administrative Office of the Courts
 Attention: Human Resources Office
 1206 Quince St SE
 P.O. Box 41170
 Olympia, WA 98504-1170

Email: Employment@courts.wa.gov or fax: 360-586-4409.