



Seattle Municipal Court

CITY OF SEATTLE



Desktop Support Technician - Job 2023-00247

SALARY:	\$39.74 - \$59.60 Hourly
LOCATION:	Seattle Justice Center, 600 5th Ave., Seattle, Washington
JOB TYPE:	Temporary - Benefit Eligible
SHIFT:	Day
DEPARTMENT:	Seattle Municipal Court
BARGAINING UNIT:	L77-IT-IBEW, Local 77-IT
CLOSING DATE	Continuous

POSITION DESCRIPTION:

[Seattle Municipal Court's](#) (SMC) mission is to provide a forum for citizens to resolve alleged violations of the law in a respectful, independent, and impartial manner. The Court is dedicated to advancing social justice issues by supporting personal, structural, and systemic change in our community, and building a diverse workforce. The Court works collaboratively to realize the City's vision of racial equity by participating in the City of Seattle's [Race and Social Justice Initiative](#). Candidates with the ability to effectively work with multi-cultural communities are encouraged to apply.

SMC's Court Technology team is a service unit tasked with supporting all aspects of information technology for court operations. The work of the team includes desktop support of 250 court employees, support of the court's case management system (MCIS) and court web applications deploying application enhancements and fulfilling service requests. It is an exciting time to join SMC as we are engaged in an [extensive project to replace](#) our current Informix-based case management system, the Municipal Court Information System (MCIS) with a new Commercial Off-the Shelf (COTS) solution.

If you are looking for an opportunity to provide client support in a collaborative team environment with experienced staff passionate about their work, this may be the job for you. SMC is seeking a motivated, team-oriented, and experienced temporary or out-of-class Desktop Support Technician (ITP-C) who can hit the ground running to join our Court Technology team.

Primary duties include install, maintain, configure, test, document and repair software and hardware used on city desktops, laptops, mobile computers, printers, peripherals, audio/visual and other unique hardware, or software used within the Municipal Court. You will work on software and operating system deployment, vendor coordination, creating user guides, act as subject matter expert on specifically assigned technology, and train IT staff as needed.

Advanced IT knowledge, including desktop operating systems, security, networking, applications, and excellent customer service skills. Position requires attention to detail and ability to multi-task in a fast-paced computing environment.

First review of applications will begin on February 28, 2023; to ensure consideration, please apply as soon as possible.

You will be successful in this role if you have a passion for:

- Ending institutional and systemic racism and are committed to advancing equity, diversity, and inclusion goals.
- Troubleshooting and solving complex/challenging problems.
- Playing a critical role on a fast-paced collaborative team.
- Providing excellent service to internal customers with upbeat/positive attitude.
- Learning new systems and updating skill sets.

Your effectiveness in this role will depend on your highly developed ability to:

- Ensure all work assignments are completed in a timely and professional manner while providing high quality service.
- Utilize existing tools and systems to perform daily functions of the job, completing documentation and status updates in a timely manner.
- Escalate tickets as needed to City Service Desk.
- Work in fast-paced dynamic environment with many customers and competing priorities.
- Multi-task accurately and independently while paying careful attention to the details.
- Bring advanced technical expertise, professionalism, and exceptional customer service to the Team.
- Respond to problems arising during non-business hours (possible on-call)
- Lift 25 lbs., stand for long periods of time, take equipment on and off shelves, work around and under desks, climb flights of stairs and must be able to walk frequently.
- Demonstrate excellent communications skills, both written and oral.
- Exercise discretion and maintain confidentiality.
- Interact with cultural awareness and inclusivity.
- Demonstrated proven success record in documenting technical procedures and communications.

You will feel prepared if you have experience in the following areas:

- Installing, upgrading and/or configuring computers and software, including client-side networking and telephony skills.
- Hardware and Software testing.
- Microsoft SCCM.
- Active Directory Group Policies.
- Audio Visual technology support.
- Mobile computing hardware and software, and wireless connectivity.
- Inventory management
- VPN support for staff and partners
- Multifactor authentication support
- Supporting provisioning requests to infrastructure teams and usage of virtual desktops
- Supporting the development of team compute assets (virtual and physical)

More about what the Desktop Support Technician will be doing:

- Troubleshoot, test, and resolve complex end-user technical issues including MS Windows and Office, laptop, desktop, scanners, printers, Audio/Video, mobile devices, printers, accessories in a 24x7x365 environment.
- Monitor customer incidents and service requests and report on status of open and closed Incidents and Service Requests.
- Collaborate with vendors to ensure appropriate support and services.
- Ensure end-user technology standards are understood and followed.
- Collaborate with City departments to fulfill IT service needs and manage expectations.
- Prioritize work efforts, multi-task in a fast-paced environment and provide timely and clear updates.
- Develop, organize, maintain, and share knowledge content for supported systems.
- Provide technical and managerial escalation for team members.
- Act as department point of contact with cross functional teams including project teams, engineering, applications, and operations.
- Participate on City projects or programs to represent customer's unique requirements and use-cases. (ex. Windows upgrades, PC/Laptop replacement)

Minimum Qualifications:

Three (3) years of Windows desktop/laptop support experience in a professional enterprise environment, including: O365/MS Office, and other software applications **AND** an Associate's degree in Computer Science, Computer Engineering, Information Science, or a related discipline.

OR

Four (4) years of professional experience performing similar duties as described in this posting.

ADDITIONAL INFORMATION:**Why work at the City?**

The [City of Seattle](#) recognizes every City employee must play a role in ending institutional and structural racism. Our culture is the result of our behavior, our personal commitments, and the ways that we courageously share our perspectives and encourage others to do the same. To cultivate an antiracist culture, we seek employees who will engage in the [Race and Social Justice Initiative](#) by working to dismantle racist policies and procedures, unlearn the way things have always been done, and provide equitable processes and services.

Benefits:

The City of Seattle offers a comprehensive benefits package including vacation, holiday, and sick leave as well as medical, dental, vision, life and long-term disability insurance for employees and their dependents.

More information about employee benefits is available on the City's website at:

<https://www.seattle.gov/human-resources/benefits/employees-and-covered-family-members/most-employees-plans>

Direct Link to Apply:

<https://www.governmentjobs.com/careers/seattle/jobs/3913708/desktop-support-technician-job-2023-00247>

Hiring Process

Qualified candidates must submit the following to be considered:

1. Completed NEOGOV online application and supplemental questions.
 2. Attached a PDF of your cover letter and resume describing how your skills and experience align with the stated job responsibilities and qualifications.
- Only those applicants selected for an interview will be contacted.
 - A job offer is contingent upon successfully passing the court's background check. The background check includes a criminal history background review, fingerprinting and reference checks.

Language Premium - Individuals selected to fill this position may be eligible to receive Language Premium Pay (SMC 4.20.360), which provides a \$200.00 monthly stipend to qualified bilingual employees who are properly evaluated and assigned to provide direct communication in-language, interpretation, or translation services to the public on behalf of the City of Seattle.

Who May Apply: This position is open to all candidates that meet the minimum qualifications. The City of Seattle values diverse perspectives and life experiences. Applicants will be considered regardless of race, color, creed, national origin, ancestry, sex, marital status, disability, religious or political affiliation, age, sexual orientation, or gender identity. The Department encourages people of all backgrounds to apply, including people of color, immigrants, refugees, women, LGBTQ people, people with disabilities, veterans and those with diverse life experiences.

Accommodations for people with disabilities are provided on request.

The City is a Drug Free Workplace.
