

# Kansas Judicial Branch



## Notice of Employment Opportunity

**Position number:** K0128705

**Location of Employment:** 18<sup>th</sup> Judicial District, Wichita, KS 67203

**Position Title and Salary:** PC Support Specialist, grade 37, \$27.41hourly

Kansas Judicial Branch Benefits [State Employment Center - Benefits \(ks.gov\)](#)

**Job Duties:** This is technical work providing end-user support services for all judicial officers and staff located in the 18<sup>th</sup> Judicial District via telephone, email, and in-person, to resolve minor technical problems and help establish, transfer and/or operate PCs, laptops, software, printers, scanners, copiers, and phones.

Work involves answering end user questions regarding all desktop technology, troubleshooting, and resolving minor technical problems, and assisting with the technical training of court employees in the use of personal computers and related software. This position is part of a helpdesk team and is reviewed through evaluations based on results achieved. A successful PC Support Specialist will possess a combination of technical expertise, effective communication skills, and a customer-centric approach to provide timely and reliable assistance to users, troubleshoot technical issues efficiently, and ensure the smooth operation of computer systems and peripherals within the 18th Judicial District.

### **Examples of Work Performed:**

(Any one position may not include all the duties listed, nor do the examples cover all the duties which may be performed.)

- Installs workstations, moves equipment, installs, and updates software, and repairs equipment whenever possible.
- Responds to all requests for assistance and support related to desktop computers, laptops, software, printers, scanners, copiers, and phones.
- Assists with the coordination of training for court employees related to general office automation.
- Assists with information systems management and maintenance.
- Assists with maintaining inventory of technology equipment.
- Answers user questions regarding personal computers and related software. Troubleshoots and resolves minor technical problems in person or over the telephone.
- Tests software developed in-house, identifies, and isolates errors, and suggests corrections.

**Required Education and Experience:** High school diploma or equivalent and two or more years advising and assisting computer users in a distributed computing environment. Education may be substituted for experience.

**Knowledge, Skills and Abilities:**

- Some knowledge of the organization and purpose of the 18th Judicial District.
- Thorough working knowledge of desktop computing technology. Ability to observe work environment and apply technology to improve processes and outputs.
- Ability to troubleshoot and resolve user difficulties via phone or remoting to PC.
- Ability to communicate clearly and effectively with court officials and employees, other agency representatives, and the public in person or by telephone.
- Ability to establish and maintain professional working relationships and to converse with court officials, employees, and the public in formal and informal settings as a representative of the 18th Judicial District.

- Ability to make oral presentations and provide training before a wide variety of groups.
- Ability to prepare and present effective technical training to court employees.

**Applications will be accepted until:** Open until filled.

The Americans with Disabilities Act ensures your right to reasonable accommodations during the employment process. A request for accommodation will not affect your opportunities for employment with the Judicial Branch. If you wish to request an ADA accommodation, please contact [ada@kscourts.org](mailto:ada@kscourts.org) or by TDD through the Kansas Relay Center at 800-766-3777 or 711.

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