

Orleans Parish Juvenile Court

JOB TITLE:

IT Support Specialist

JOB DESCRIPTION:

To perform this position successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed in this document are representative of the knowledge, skill and/or ability required.

Duties

- Provide support to the Judges and Court staff in an effective and efficient manner.
- Assist with policy development/enforcement, system documentation and develop/maintain a directorial plan for technology at the Court.
- Work with juvenile court administration and staff, City of New Orleans representatives and other designated judicial agencies. Act as a liaison with the City of New Orleans Information Systems staff and the State of Louisiana CMIS staff for developing, implementing, and supporting information systems.
- Be responsible for supervising technical support staff in supporting computer equipment, which includes desktop computers, laptops, monitors, printers, network switches and other equipment.
- Be responsible for supervising support applications such as Microsoft Office and electronic mail. Receive, prioritize, and process requests from Court personnel regarding all computer support needs.
- Work with court staff and the City of New Orleans Information Systems staff to:
 - Monitor and manage all OPJC computer equipment on the City of New Orleans network.
 - Troubleshoot, and correct problems.
 - Evaluate computer equipment, determine when repairs should be done, obtain quotes from qualified vendors to make repairs and manage repair work.
 - Remain current on existing and emerging technologies.
 - Manage the installation, implementation and upgrades to staff's computer software and hardware.
 - Assist in the coordination of data and information integration strategies among designated juvenile justice agencies.
 - Manage OPJC employee access to the City of New Orleans network.
 - Assist in the development and maintenance of technical standards for networking and technology systems.

- Maintain professional and technical knowledge by participating in professional development activities.
- Work with the City of New Orleans, the Supreme Court of Louisiana, the Orleans Parish Juvenile Court, and others to develop, design and implement strategies for meeting long term needs of the Court.
- Monitor and manage all OPJC cell phones.
- Perform other duties as needed.