



Senior Technology Specialist

Class Code:
4846

Bargaining Unit: Unrepresented - Management

SUPERIOR COURT OF CALIFORNIA, COUNTY OF ALAMEDA
Revision Date: May 4, 2026

SALARY RANGE

SEE SALARY SCHEDULE

JOB DESCRIPTION:

JOB DEFINITION

Under general supervision, to perform a variety of technical support duties to court computer users involving the operation, installation, maintenance, troubleshooting and support of court hardware and software systems and network administration and maintenance support services; and to perform other related duties as assigned.

EXAMPLES OF DUTIES:

NOTE: The following are duties performed by employees in this classification; however, employees may perform other related duties at an equivalent level. Each individual in the classification does not necessarily perform all listed duties.

1. Provides technical support to end users experiencing issues with desktop applications and court case management systems such as eCourt, Odyssey, TCMS, and CRIMS; gathers and analyses information to diagnose hardware, software, and connectivity issues; and researches technical documentation to isolate the nature of the issue and implements corrective action.
2. Installs, configures, troubleshoots, tests, and maintains end-user devices including computers, laptops, scanners, printers, and peripherals, using standardized imaging and endpoint management tools (e.g. Microsoft Intune); upgrades and replaces hardware components such as memory (RAM), solid-state drives (SSD), and network adapters; and ensures devices are properly configured to meet operational needs.
3. Installs, upgrades, tests, maintains, and supports operating systems and endpoint configurations by applying updates, patches, and security policies; performs backup and recovery of system configurations and user data using enterprise and cloud-based solutions.
4. Provides day-to-day network support services including deployment of anti-virus software ,

basic network cabling, and troubleshooting network printers and connectivity issues; assists with installation, relocation, and support of network equipment, such as switches, hubs, wireless access points, servers and uninterruptible power supplies (UPS); supports network resource access including shared drives and folders; assists with identifying network connection problems; performs general local area network (LAN) administration; and configures network-connected workstations.

5. Provides user training on computer systems, applications, and courtroom technology.
6. Assists with physical installation and support of IT Infrastructure including workstation setup, peripheral connections, and network cabling; traces and resolves cabling issues; and contacts vendors for repairs as needed.
7. Assists with software applications support; and maintains an accurate inventory of computer equipment, software, and related assets.
8. Provides help desk support by receiving, logging, and tracking service requests and incidents through a ticketing system; prioritizes and responds to requests in accordance with service level expectations; documents troubleshooting steps and resolutions; escalates issues requiring specialized expertise or cross-team coordination as appropriate; and follows up with users to ensure timely and satisfactory resolution of reported issues.
9. Performs other related duties as assigned.

MINIMUM QUALIFICATIONS:

Experience:

Either Option I

The equivalent to one year of full-time experience in the class of Technology Specialist in the Superior Court of California, County of Alameda.

Or Option II

Education:

College level course work in computer science, information technology or a closely related field.

AND

Experience:

The equivalent to two years of full-time work experience installing, maintaining and

troubleshooting personal computers, data communications and peripheral equipment, operating software, and local area networks.

Professional Certification:

Possession of valid Microsoft Certified Desktop Support Technician (MCDST) certification within 1 year from appointment to the class.

KNOWLEDGE AND ABILITIES:

Knowledge of functions and operations of microcomputers, peripherals, application software, and of local area networks; general principles of office automation; a variety of local area networks used by the Court; network topologies and wiring configurations; basic operations of wide area networks including TCP/IP and DHCP; and a variety of network protocols and commands.

Ability to analyze and resolve user needs and problems; analyze operational and system problems, evaluate alternatives and reach sound conclusions; install, test, configure and support software and hardware used by the court; read, interpret and apply information from technical manuals or other sources; use initiative and sound independent judgment within established procedural guidelines to support application systems; organize work, set priorities and meet critical deadlines; use a variety of computer diagnostic equipment; understand electronic data paths; communicate effectively on technical issues with individuals with varying degrees of computer familiarity; instruct others in the use of computerized information systems; establish and maintain effective working relationships with staff, Alameda County data processing department, vendors and contractors; keep abreast of current technology trends and developments in the field of information systems support; work independently and as a member of a team; use small hand and power tools to install computer related equipment.