



Senior Desktop Support Specialist

Email to apply: lcalderon@appeals.az.gov

TYPICAL HIRING SALARY RANGE:

\$43,520 - \$59,500 annualized, based on experience.

FIRST REVIEW DATE:

February 26, 2016

POSITION SUMMARY: The Arizona Court of Appeals is seeking a **Senior Desktop Support Specialist** to provide day-to-day professional desktop support to Judges, the Clerk of the Court, the Chief Staff Attorney, and all other court personnel. Essential duties may include, but are not limited to, the following:

- Assist court users with PC, server, network and software problems.
- Package, test, deploy and update software.
- Create and maintain desktop images.
- Perform routine network and PC installation, troubleshoot, maintain and resolve any related problems.
- Identify user training needs, develop and deliver technical training.
- Ability to effectively resolve complaints and/or technical problems

MINIMUM REQUIREMENTS: Bachelor's degree in computer sciences, business administration or related field and/or an equivalent combination of training and experience. Court experience is not required but could be helpful in some assignments. Ability to assist court employees in solving technical issues courteously with patience and a positive attitude. Thorough knowledge of Windows server and desktop operating systems up to 10 and 2008 R2, PC and server hardware and configuration including related peripherals. Thorough knowledge of Office 365, including Word, Excel, Power Point, SharePoint, Active Directory, Altiris, Exchange, IIS Web services and related web environment. Knowledge of Citrix Xen Server, Xen App, Xen Desktop, Compellent SAN, and/or other related environments. Knowledge of mobile devices including iPads, Surface Tablets, iPhones, Android, and Blackberry. Strong customer service and problem solving skills including the ability to provide diligent, prompt, and courteous responses to users' questions or PC issues.

REASONING ABILITY: Apply common sense understanding to carry out instructions furnished in written, oral, or diagram form and effectively address problems involving several variables in standardized situations.

SELECTION PROCESS: Resume and references should be sent to lcalderon@appeals.az.gov or by mail to: Arizona State Court of Appeals, Division One, 1501 W. Washington Street, Rm 203, Phoenix, AZ 85007.

Only applicants whose backgrounds most closely meet the needs of the position may be invited to interview. Requests for a special accommodation to participate in the interview process should be made at the time you are contacted to schedule an interview. The Selection Process may include first and/or second round panel interviews. This is a Regular, Full-time, non-exempt level position, and is open for internal and external recruitment.

The Arizona Court of Appeals is an EOE/ADA Reasonable Accommodation Employer.

The Court of Appeals offers an excellent benefits package with a choice of medical and dental plans and the flexibility to choose their needs. Benefits also include a Deferred Compensation Plan, Flexible spending Accounts, life-insurance, long-term and short term, and required participation in the Arizona State Retirement System (ASRS).

In addition, our generous leave benefits allows employees from 96-200 hours of vacation annually (based on length of service) and 10 paid holidays. Additional benefits include access to free parking, discounted bus fares and an Employee Assistance Program.