

**AKRON MUNICIPAL COURT**  
**TECHNICAL SUPPORT ANALYST II**



**Definition:** This is a technical position that assists with day-to-day operations of the department.

This position will work under the IT Operations Supervisor for the Akron Municipal Court. There will be duties related to coordinating with vendors and the City of Akron for technical support and troubleshooting issues.

**Essential Duties and Responsibilities:**

- Triage issues and service requests via phone, email, using remote software, and in person.
- Accurately record and document all details of the issue or service request, including categorization and priority into ServiceNow.
- Respond to end-user inquiries regarding the status of incident/service request tickets, and perform follow-ups.
- Provide "how to" assistance and documentation on the Odyssey CMS and all internally supported devices, applications and systems.
- Escalate issues to appropriate subject-matter experts in accordance to service-level agreements, and follow up on incidents when appropriate.
- Contribute to the creation/facilitation/maintenance of the Odyssey CMS, FAQ documents, knowledge articles and user guides.
- Build relationships with the Odyssey CMS subject-matter experts to ensure that IT-delivered services and end-user productivity goals are understood and met or exceeded.

**Other Duties:**

- Installs, supports, monitors, tests, and troubleshoots desktop systems and peripherals and related software
- Performs maintenance on technology hardware and software including version control
- Assist with determining needed parts supplies and tools to be ordered to maintain service levels
- Works with information technology staff to ensure the desktop environment is consistent with the Court's objectives and is compatible with existing applications and security requirements.
- Assist with report development and configuration in new case management system
- Coordinates and ensures the standard implementation of policies, procedures, and systems operations in the desktop environment.
- Writes and/or maintains up-to-date documentation for desktop and audio-visual systems.
- Ensures that desktops adhere to standard installation procedures and configurations
- Analyzes and resolves desktop and audio-visual hardware, software, and communications problems using diagnostic software and/or technical troubleshooting processes.
- Installation of network endpoints such as computers, video conferencing units, microphones, cameras, IP telephones, switches, routers, access points.
- Assist the City of Akron with diagnosis and troubleshooting of communication issues including cables, patch panels, network cards, and other network connection points

- Assist in the development and maintenance of disaster recovery procedures for the desktop resources and audio-visual resources.
- Educate users on the proper care, maintenance, and use of equipment/software
- Troubleshoot connection issues to applications, portals, and other systems
- Ensure endpoints are patched and updated to compliant security standards
- Performs related work as required.

**Qualifications:**

- Bachelor's Degree in Computer Science or related field desired but not required
- 5+ years IT-related job experience in comparable work environment
- Knowledge of LAN/WAN environments and telecommunications
- Knowledge of Microsoft Office 365 and Zoom Applications
- Strong administrative, organization, and time management skills
- Strong interpersonal/customer service skills, detail oriented and able to coordinate and manage multiple tasks
- Ability to perform in a fast-paced dynamic work environment
- Ability to work in a team
- Critical thinking skills and an analytical mind with strong problem-solving skills
- Experience with SQL/SQL Report Builder
- Must have reliable transportation and valid state issued driver's license
- Ability to lift 40lbs, and work in areas that might require crawling/kneeling
- Ability to work non-traditional work hours as needed
- A valid Ohio Driver's License.

**Salary Range \$50,668.80 - \$61,942.40. Please submit resumes no later than 4:00 pm, Friday, July 8, 2022 by email to [MJackson@akronohio.gov](mailto:MJackson@akronohio.gov), fax (330) 375-2303 or mail to:**

Montrella S. Jackson, Esq., CCM  
Court Administrator  
Akron Municipal Court  
217 South High Street Suite 713  
Akron Ohio 44308

Receipt of applications will be acknowledged by electronic mail, and only those applicants invited for an interview will be contacted by telephone. Applicants should not call or contact the Judges, the Court Administrator, the Human Resources Manager or any Court employee concerning their application.

**AN EQUAL OPPORTUNITY EMPLOYER**