

SUPERIOR COURT OF MOHAVE COUNTY

JOB DESCRIPTION

TITLE: Technical Bailiff
OCCUPATIONAL CATEGORY: Technician
DIVISION: Superior Court
EFFECTIVE DATE: 8/4/2022



CLASS CODE: J479
FLSA: Non-Exempt
SALARY RANGE: 8
STATUS: Classified

JOB SUMMARY

Customer service role that utilizes subject matter expertise and courtroom technology knowledge to provide user support to judicial staff for audio/visual devices, video conferencing systems (Zoom, Polycom, WebEx, MS Teams), digital evidence and presentation technologies (Kramer, Crestron, Case Center, HDMI connections) for assigned courtrooms. Assists judicial staff, attorneys, and jurors in the use of courtroom technology in connecting to and resolving issues using presentation technology during court proceedings. May be requested to manage "virtual" participants under judicial supervision. Performs daily checks and verifies functionality for all rooms including audio/visual tools and computer systems supporting courtroom and jury deliberation room processes. May also assist in person jury operations.

REPORTS TO:

Court IT Director.

SUPERVISION EXERCISED

None.

ESSENTIAL JOB FUNCTIONS

*The following examples of duties provide a representative summary of the major duties and responsibilities but are **NOT** intended as a comprehensive list of job functions/duties performed by individuals assigned to this classification. Incumbents may not be required to perform all duties listed and/or may be required to perform additional, position-specific, duties.*

- Provides subject matter expertise and assistance in the use of audio/visual technology and Zoom to judicial staff in the courtroom or to attorneys joining virtually.
- Provides expertise in the use of all courtroom technology including bench touch panel, room controls, camera(s), microphones, digital evidence connections, assisted listening audio devices, bench conference headsets, and other courtroom technology tools.
- Responds to courtroom issues, performs troubleshooting of courtroom technology to quickly and logically isolate issues, identify the cause, determine if a workaround is viable, and escalate for resolution.
- Provides judicial staff training in the use of courtroom audio/visual equipment features and responds to courtroom support issues to ensure hearing schedules are not adversely impacted.
- Maintains knowledgebase of operational capabilities, system capabilities and training needs and materials in support of judicial use of technology.
- May participate in remote hearings to assist judicial staff in managing virtual participants.
- Performs a daily process for certifying that all courtroom and jury deliberation room technology is functioning properly and reports any deficiencies per escalation procedures.
- Coordinates multiple tasks and priorities to meet established schedules and goals.
- May perform a variety of support tasks in and around the courtroom; assists prospective jurors, jurors, witnesses, attorneys, news media, general public and other interested parties within established guidelines, policies, and procedures.
- Documents all issues encountered in incident tracking system.

SECONDARY JOB FUNCTIONS

- Tracks issues and maintains repository to ensure consistent documentation and reporting.
- Travels between courtrooms to provide required support and services for judicial staff.
- Assists in writing and maintaining courtroom technology training materials.
- Responds to and provides customer service support for audio/visual usage in conference rooms.
- Provides on-boarding services to new or rotated judicial staff.
- Performs related work as required.
- Performs special assignments as requested.

KNOWLEDGE, SKILLS AND ABILITIES

Knowledge of:

- Advanced customer service skills.
- Advanced knowledge of Zoom.
- Knowledge of Wi-Fi connections from end-user devices.
- Knowledge of audio/visual technology components.
- Department policies, rules and procedures
- Superior Court of Mohave County Merit Rules, Administrative Procedures and Department Regulations.

Skill in:

- Communicating and maintaining professionalism with the public, co-workers, and work contacts.
- Performing logical and technical troubleshooting in order to provide efficient and effective technology problem diagnosis, resolution or escalation.

Ability to:

- Organize assignments, follow principles, meet deadlines, document system errors, and provide management-level updates and reports.
- Be resourceful and effective when troubleshooting new or unfamiliar problems.
- Work effectively individually or in a team environment, including the ability and willingness to cooperate, share information, and assist coworkers with problem solving.
- Communicate effectively and successfully with customers of varying skill levels, communication styles, and personality types.
- Perform the essential functions of the job specifications with or without a reasonable accommodation.
- Comply with Superior Court of Mohave County Merit Rules, Administrative Procedures and Department Regulations.

WORK CONTACTS

Regular contact with associate personnel, other county departments, other agencies and the general public.

WORKING CONDITIONS/ PHYSICAL REQUIREMENTS

- May be exposed to potential physical harm, hazardous chemicals and/or infectious diseases.
- Work is subject to varying post and/or job-site assignments and may be subject to irregular work hours/ schedules to include completion of work on holidays and weekends.
- Work may also require traveling.
- May also deal with individuals who may be disruptive, unruly and/or unstable.
- May be required to lift and/or carry heavy, bulky items, computers, monitors, and printers, supplies and/or other materials weighing up to 35 pounds.
- Ability to crawl under workstations to connect/disconnect cables and wires.

REQUIRED MINIMUM EDUCATION, EXPERIENCE AND TRAINING

A High School diploma or equivalent G.E.D. Certificate and two (2) years of work experience in a customer service support role; OR an Associate's degree from a college, university or vocational/trade school in computer support, management information systems, or a related field, and one (1) year of work experience in a customer service support role; OR any equivalent combination of experience, training and/or education.

SPECIAL JOB REQUIREMENT

- Must complete annual training as required by the Committee on Judicial Education and Training (COJET).
- Must possess a valid State of Arizona Driver's License at the start of employment and maintain said license while employed in this position.
- Provide acceptable driving history at no cost to the County.
- Employees are subject to immediate callout when an emergency, disaster or breach of homeland security occurs. Employees shall be available, unless excused, to ensure the court is adequately staffed during and immediately following natural and/or manmade disasters, infectious disease outbreaks, and acts of terrorism. This may require assisting other employees in the work unit in accomplishing assignments as necessary and the working of unusual, long hours over an extended period of time with infrequent breaks or rest periods. An employee who is working with an accommodation must meet with their supervisor and division head to discuss their requirement for response.

DISCLAIMER

The above information on this description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees assigned to this job. It is illustrative and representative. Management is not precluded from assigning other related functions not listed herein if such functions are a logical assignment within the scope of the job specification for the position. The job description does not constitute an employment agreement and is subject to change at any time by the Superior Court. Physical characteristics described herein are representative of those that must be met by an employee to successfully perform the essential functions of this classification. Reasonable accommodations may be made to enable an individual with a qualified disability to perform the essential functions of a job, on a case-by-case basis.