

Marion County Board of County Commissioners

POSITION DESCRIPTION



To perform this job successfully, an individual must be able to perform the essential job functions satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the primary job functions herein described. Since every duty associated with this position may not be described herein, employees may be required to perform duties not specifically spelled out in the job description, but which may be reasonably considered to be incidental in the performing of their duties just as though they were actually written out in this job description.

JUSTICE INFORMATION SYSTEMS COORDINATOR

Department: Court Administration
Pay Grade: 107
FLSA Status: Non-Exempt
Job Class: 3109
Risk Code: 8810

JOB SUMMARY

Responsible for coordinating technical support with Justice Information Systems, assisting Marion County citizens with auxiliary aid requests, and maintaining the courtroom resource scheduling and related court public information display systems in the Marion County Judicial Center. This position also tracks and monitors all help desk user support tickets.

ESSENTIAL JOB FUNCTIONS

- Designates and provides security clearance by assigning and determining the level data inquiry for court users.
- Manages day-to-day operations of the Court Administration office, which includes processing incoming and outgoing mail and assisting with deliveries.
- Manages user access by creating and updating resource account logins for users. The JIS system includes: FCIC and NCIC criminal histories, Criminal Justice hot files such as (Warrants, Injunctions, Probation Status, Risk Alerts – HRSO, VFOSC, Sex Offender, Career Offender databases), DAVID system (Florida Driver and Vehicle Information), Immigration Violator information, and other current incarceration information from Justice Exchange via APPRISS which includes Inmate databases from the Department of Corrections, Juvenile Arrest databases via Department of Juvenile Justice.
- Creates, maintains, and updates user manuals and online documentation for court-related information systems.
- Ensures agency compliance with Florida Crime Information Center (FCIC) and National Crime Information Center (NCIC). Prepares for all FDLE/FBI audits.
- Updates and creates Comprehensive Case Information System (CCIS), West, and Lexis user login accounts.
- Follows ups on auxiliary aids requests for qualified individuals with a disability which are necessary to ensure access to the courts, as required under the federal Americans with Disabilities Act for Marion County citizens and the general public.

- Maintains the Marion County's courtroom scheduling display systems for the general public by updating scheduling changes as required during the day or evening after hours.
- Oversees effective and efficient methods to track project details associated with Helpdesk system for integrated computer system to support the operations of the state courts system, attorneys, and general media requests. Requests include all computer networks, systems equipment, software, analog digital audio-visual equipment, video conferencing systems, teleconferencing, other mobile evidence presentation equipment, and news media feeds.
- Assists with recommendations for future purchases of commodities and services and ongoing technology related supply needs, computer and equipment inventory, and the preparation of the annual budget.
- Manages purchasing operations in the way of preparing and processing purchase requests and determining most efficient purchase based on availability and cost.
- Designs and prepares reports where information must be obtained and compiled from a variety of sources.
- Provides excellent customer service to members of the general public and other County employees. Personal contact occurs with other employees of the unit, employees of other departments in the County, citizens, and customers of the department. Service is provided in person or by phone contact.
- Implements the organization's guiding principles and core values.
- Performs other related job duties as assigned.

SUPERVISION

This position has no supervisory responsibilities.

QUALIFICATIONS

Education and Experience:

Bachelor's degree in relevant field or equivalent; and three (3) to five (5) years' experience in technology-related support; or an equivalent combination of education and experience.

Licenses or Certifications:

Possession of a valid, State of Florida driver's license to operate a motor vehicle. Requirement exists at the time of hire and as a condition of continued employment.

KNOWLEDGE, SKILLS AND ABILITIES

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to calculate figures and amounts to such as discounts, interest, commissions, proportions, percentages, area, circumference, and volume.
- Ability to apply concepts of basic algebra and geometry.
- Ability to define problems, collect data, establish facts, and draw valid conclusions.
- Ability to explain records and procedures to others.

- Ability to participate in development of policies, programs, plans, or procedures.
- Ability to study manual work process to determine most effective methods for essential tasks.
- Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.
- Knowledge of the principles, practices, and techniques of information systems and/or helpdesk system operation.
- Skills in organization and task prioritization.
- Ability to learn, interpret, and apply procedures associated with judicial computer helpdesk support.
- Ability to consult with users and assess and determine user needs and systems requirements.
- Ability to detect, diagnose, resolve, and document system malfunctions.
- Ability to train individuals and groups.
- Ability to organize material, analyze information, and develop appropriate recommendations.
- Ability to initiate and implement administrative procedures and evaluate their effectiveness.
- Ability to remain calm in stressful situations.
- Ability to take a teamwork approach to the job by cooperating with others, offering to help others when needed, and considering larger organization or team goals rather than individual concerns. Includes the ability to build a constructive team spirit where team members are committed to the goals and objectives of the team.

PHYSICAL DEMANDS

The work is light work which requires exerting up to 20 pounds of force occasionally, and/or up to 10 pounds of force to move objects. While performing the duties of this job, the employee will occasionally be required to stand, walk, stoop, kneel, crouch, or crawl and taste or smell; will regularly be required to talk or hear; and will frequently be required to sit, use hands to finger, handle, or feel, and reach with hands and arms.

WORK ENVIRONMENT

Work is performed primarily in an indoor environment with limited exposure to adverse environmental conditions.

Marion County has the right to revise this job description at any time. This description does not represent in any way a contract of employment.

Employee Signature

Date

Supervisor (or HR) Signature

Date

E.O.E. *Marion County does not discriminate on the basis of race, color, national origin, sex, religion, age, disability or military service in employment or the provision of services.*