



DELAWARE JUDICIARY  
ADMINISTRATIVE OFFICE OF THE COURTS

**Non-Merit Position**  
(This position is exempt from the State of Delaware Merit Rules)

**Posting #AOC0804N19**

**TELECOMMUNICATIONS/NETWORK TECHNICIAN IV**

**Opening Date:** August 16, 2019                      **Closing Date:** Until Filled

**Salary:** \$48,371 - \$60,464 - \$72,557 per year (Minimum - Midpoint)  
Pay Grade 16\*

**Recruiting For:** **Administrative Office of the Courts, Judicial Information Center**

**Location:** New Castle County **(Please check this location on your application)**

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\*Salary applicable for this position is based upon the qualifications of the individual applicant.

**Summary Statement:** The Delaware Judicial Branch is looking for an experienced technical resource to join our Helpdesk / Field service support team. This Technician level IV position will function as senior member of the team providing hands-on technical support for State user's common PC/Laptop, Printer, and software needs within Delaware Courthouses as well as functioning as a team lead or mentor to more junior team members and helpdesk.

The Technician IV is responsible for the resolution of daily assigned incident and problem tickets regarding the operation of all end user technology, including but not limited to computer hardware and peripherals, standard applications, printing, and connectivity to remote systems or applications. Additional responsibilities include; Assisting with helpdesk telephony support in times of high call volume and documentation and process development to improve and streamline the Helpdesk/Desktop support processes.

This position offers excellent benefits, including a 7.5-hour workday, 12 State/Federal paid holidays, as well as generous monthly-accrued vacation and sick time.

**Minimum Qualifications:** Please address each item separately on the Minimum Qualifications page of the application. Failure to do so will result in disqualification. Applicants must meet each of the following qualifications. Failure in any one area will result in a rating of “not qualified.” Resumes may not be substituted for the application.

1. At least three years Helpdesk/Desktop Support experience.
2. High proficiency in problem-solving.
3. At least three years experience installing, testing, and configuring desktop hardware, software, peripherals, cabling etc.
4. At least three years experience troubleshooting, diagnosing, and resolving data network issues.
5. Good understanding and experience troubleshooting:
  - a. PC/Laptop and Peripherals
  - b. Microsoft and Mac OS
  - c. iOS and Android devices
  - d. Active Directory – Permissions and Password Resets
  - e. Microsoft Office 2016 (and newer) / Office 365
6. Knowledge of information technology project management which includes planning, scheduling, staffing, coordinating, controlling, monitoring, evaluating, and reporting on status of IT projects.
7. Ability to communicate courteously and effectively, both verbally and in writing, including the ability to communicate complex, technical information in a format appropriate to ensure audience comprehension with a diverse group of clients such as end-users, staff, and coworkers.

**Conditions of Employment:**

- Direct deposit of paychecks is required as a condition of employment.
- All new hires and transfers into information technology (IT) positions require a satisfactory criminal background check as a condition of hire. Additionally, the Delaware Information Security Policy (DISP) requires Data Stewards to be “a State employee with a cleared background check” and that “personnel have undergone a prescribed screening process/background check and completed appropriate non-disclosure agreements as relevant to their position and level of access.” This includes contractors, vendors, and auditors who have access to non-public data.

**Benefits:** To learn more about the comprehensive benefit package please visit the website at <http://ben.omb.delaware.gov/>.

**Submitting Your Application:** Visit the website at <http://courts.delaware.gov/career/> and click on “apply” next to the job posting. Then print, or complete and print, the Judicial Branch Non-Merit Employment Application in either Microsoft® Word or PDF format. Applications should be submitted by any one of the formats listed below prior to the closing date stated on this announcement.

1. Send your application as an e-mail attachment with the words “Application Form” in the subject line to: [apps.aoc@state.de.us](mailto:apps.aoc@state.de.us) (**preferred method**)

2. Fax your application to: (302) 255-2482, Attention: Human Resources
3. Mail your application to:

Administrative Office of the Courts  
The Renaissance Centre  
405 N. King Street, Suite 507  
Wilmington, DE 19801-3700

**Attachments to Applications:**

- Please do not submit copies of evaluations, letters of reference, training certificates, or college transcripts unless requested.
- If supplemental information is requested by the posting, be sure to include it when you submit your application prior to the closing date.
- Applications or additional information will not be accepted after the closing date.
- Resumes will not be accepted unless accompanied by the application.

**Accommodations:**

- Accommodations are available for applicants with disabilities in all phases of the application and employment process. To request an auxiliary aid or service please call (302) 739-5458.
- TDD users should call the Delaware Relay Service Number 1-800-232-5460 for assistance.

**The Delaware Judiciary  
An Equal Opportunity and Affirmative Action Employer**