



UCS -23

EMPLOYMENT
OPPORTUNITY
ANNOUNCEMENT
STATE OF NEW YORK
UNIFIED COURT SYSTEM

PLEASE POST
ANNOUNCEMENT NO. 14122

The Division of Court Modernization (DCM) is a unit within New York State's Office of Court Administration dedicated to making court spaces more functional and accessible, thus ensuring the full participation of all stakeholders in the justice process and enriching their experience via human-centered design and innovative technology. DCM is at the forefront of delivering innovative solutions that improve the efficiency and the quality of justice services to millions of New Yorkers.

DCM primarily focuses on AV/IT integration, covering structured wiring, audio and acoustic systems, evidence presentation systems, videoconferencing, streaming, digital signage, and accessibility technology. Whether you are a seasoned project manager or engineer, a recent college graduate, or have a background in audio-visual technology, information technology (networking or programming), or customer services (Help Desk or training), DCM provides an environment for you to learn, grow, and effect positive change in society at large.

In addition to applicants specializing in technical implementations and support, the Division of Court Modernization welcomes candidates with logistics experience, including but not limited to, specialization in inventory management and equipment distribution for enterprise or other large-scale organizations.

The New York State Unified Court System offers an excellent benefits package, including four weeks of paid vacation, generous sick leave, and comprehensive health insurance coverage.

THERE IS CURRENTLY ONE (1) POSITION AVAILABLE IN THE DIVISION OF COURTROOM MODERNIZATION IN THE NETWORK/SYSTEM SERIES. IT WILL BE FILLED IN THE FOLLOWING TITLES AND WILL BE DEPENDENT ON THE QUALIFICATIONS OF THE APPLICANT SELECTED.

POSITION TITLE: NETWORK/SYSTEM ENGINEER I **JG: 23**

BASE SALARY: \$82,198 + \$4,775 LOCATION PAY (NYC ONLY)

QUALIFICATIONS: Bachelor's degree from an accredited college or university and three (3) years of related technical experience in a help desk or technical environment; or An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Engineers I work under supervision in units within the Division of Court Modernization. Network/System Engineers I are responsible for resolving the most difficult help desk technical issues and providing technical expertise for help desk personnel. They are responsible for installing network architecture under direction from Technical Managers, Network/System Engineers II or Network /System Engineers III. They are responsible for the delivery and monitoring of technology systems and projects. They oversee the work of help desk personnel in order to provide support in accordance with established processes and guidelines. Network/System Engineers I are responsible for ensuring that the installation of networks/systems, telecommunications equipment, courtroom technical equipment, software and hardware are handled in a timely manner and for providing status reports for projects and initiatives and performing other related duties.

POSITION TITLE: NETWORK/SYSTEM TECHNICIAN III **JG: 21**

BASE SALARY: \$73,897 + \$4,775 LOCATION PAY (NYC ONLY)

QUALIFICATIONS: Bachelor's degree from an accredited college or university and two (2) years of related technical experience in a help desk or technical environment; or An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Technicians III work under close supervision in the Division of Court Modernization performing second-level troubleshooting support and training to end-users and escalating the most complex problems to Network/Systems Engineers I. They act as team leaders and oversee the work of Network/System Technicians I and Network/System Technicians II, receive calls and inquiries regarding complex technical issues, conduct analysis of technical problems, provide support in accordance with established processes and document incidents and remedies. Network/System

Technicians III are responsible for the installation of software and hardware and for providing technical support to Court Modernization projects and initiatives and perform other related duties.

POSITION TITLE: NETWORK/SYSTEM TECHNICIAN II **JG: 18**

BASE SALARY: \$63,083 + \$4,775 LOCATION PAY (NYC ONLY)

QUALIFICATIONS: Associate's degree from an accredited college or university and two (2) years of related technical experience in a help desk or technical environment; or An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Technicians II work under close supervision in the Division of Court Modernization performing first-level troubleshooting support and training to end-users. They receive calls and inquiries, provide support in accordance with established processes, document incidents and remedies and escalate more complex incidents to second-level support personnel. Network/System Technicians II are responsible for the installation of software and hardware and for providing technical support to Court Modernization projects and initiatives and perform other related duties.

POSITION TITLE: NETWORK/SYSTEM TECHNICIAN I **JG: 16**

BASE SALARY: \$56,411 + \$4,775 LOCATION PAY (NYC ONLY)

QUALIFICATIONS: Associate's degree from an accredited college or university in computer science; or An equivalent combination of education and related technical experience in a help desk or technical environment.

DISTINGUISHING FEATURES OF WORK: Network/System Technicians I work under direct supervision in the Division of Court Modernization performing first-level troubleshooting support to end-users. They receive calls and inquiries, provide basic support in accordance with established processes, document incidents and remedies and escalate complex incidents to higher-level support personnel. Network/System Technicians I are responsible for the installation of software and hardware and for providing technical support to Court Modernization projects and initiatives and perform other related duties.

LOCATION: Office of Court Administration - Division of Court Modernization
NYC, Troy, and Rochester

CLASSIFICATION: NON-COMPETITIVE

GENERAL INFORMATION: The above statements are intended to describe the general nature and level of work performed by persons assigned to this title. They do not include all job duties performed by employees in the title, and every position does not necessarily require these duties. Although a position is available and situated at a specific location, the appointee may be subject to reassignment to any position in the same title in this promotion unit dependent upon the needs of the Unified Court System. All applications received from this announcement may be used to fill any vacancies in this title that may occur in this court or agency within the next six (6) months. Position(s) available at the present time: 2.

APPLICATION PROCEDURES: All interested persons meeting the minimum qualifications are encouraged to submit a UCS-5 Application for Employment form (obtainable from any administrative office in a court building or on the web at www.nycourts.gov/careers/UCS5.pdf) and a resume to:

Deanna Germano
Management Analyst
Office of Court Administration, Division of Court Modernization
165 Jordan Road
Troy, NY 12180
Dcm-recruit@nycourts.gov

[APPLICANTS ARE ENCOURAGED TO COMPLETE THE EQUAL EMPLOYMENT OPPORTUNITY DATA COLLECTION FORM.](#)

POSTING DATE: September 16, 2024 **APPLICATIONS MUST BE POSTMARKED OR RECEIVED BY:** October 14, 2024

The New York State Unified Court System is an equal opportunity employer, and does not discriminate on the basis of race, color, religion, gender (including pregnancy and gender identity or expression), national origin, political affiliation, sexual orientation, marital status, disability, age, membership in an employee organization, parental status, military service, or other non-merit factor.
