

AUTOMATION SUPPORT SPECIALIST

Shreveport City Court

DUTIES

- Diagnose and correct computer related problems for courts users
- Walk court users through the recommended problem-solving steps
- Install, configure, and repair computer equipment and related peripheral devices
- Provide user training for new computer hardware or software, such as printers, word-processing software, and email
- Provide other team members and managers in the organization with feedback on trends as they relate to trouble calls from users
- Configure the court case management system when business processes change
- Create help tickets with the City of Shreveport Information Technology department for court users
- Work with contractors who are performing work at the court
- Create and modify documentation on automation solutions
- Maintain records of hardware and software inventory
- Assist the City of Shreveport Information Technology department with court related systems

IMPORTANT QUALITIES

- Customer-service skills
 - Automation support specialists must be patient and sympathetic. They often help people who are frustrated with the software or hardware they are trying to use.
- Technical Skills
 - Proficient in Office 365 to include Word, Excel, and Outlook
- Listening skills
 - Automation Support workers must be able to understand the problems that their customers are describing and know when to ask questions to clarify the situation.
- Problem-solving skills
 - Automation Support workers must identify both simple and complex computer problems, analyze them, and solve them.
- Speaking skills
 - Automation Support workers must describe the solutions to computer problems in a way that a nontechnical person can understand.
- Writing skills
 - Strong writing skills are useful for preparing instructions and email responses for employees and customers, as well as for real-time web chat interactions.

Starting Salary from 40K-45K per year depending upon experience. Must possess an associate's degree in computer science/information technology or equivalent work experience and demonstrable abilities.

Email resumes to the Clerk of Court at bill.whiteside@shreveportla.gov or mail or drop off resumes to:

Shreveport City Court
ATTN: Clerk of Court
1244 Texas Ave
Shreveport, LA 71101