ADMINISTRATIVE OFFICE OF THE COURTS

POSITION ANNOUNCEMENT #17-92

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<td>LAN Specialist IV</td>
<td>$66,066 - $92,625 Labor Grade: 46</td>
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The normal work day for Judicial Branch employees shall consist of 7.5 hours per day with work normally performed between the hours of 7:30 a.m. to 5:00 p.m. Monday through Friday; however, the normal work day may be adjusted based on business needs.

Employees hired for this position may be required to attend new employee orientation in Concord, NH prior to beginning their job at their assigned judicial branch location. Mileage reimbursement will be paid pursuant to the collective bargaining agreement.

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**IF YOU ARE INTERESTED IN APPLYING FOR THE POSITION ABOVE**

**Step 1:**
- Print application from the [HR Job Postings page on the Website](http://www.courts.state.nh.us/forms/nhjb-2099-dfps.pdf)
- (Applications are required. Resumes may be submitted to supplement the Application, and should be sent in the same fashion as described in step 2.)

**Step 2:**
- e-mail application to: applications@courts.state.nh.us
- or fax application to: (603) 513-5454
- or mail application to: Administrative Office of the Courts
  2 Charles Doe Drive
  Concord, NH  03301

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**Equal Employment Opportunity (EEO) Survey**

Please take a moment to view the EEO survey attached to this position announcement. Your responses are STRICTLY VOLUNTARY and will be kept CONFIDENTIAL.

Please return with your application and/or resume.

(At any time we may have more than one position vacant in the court system. Your application may not be considered if you fail to note a specific position on your application.)

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New Hampshire Judicial Branch

**JOB DESCRIPTION**

**LAN SPECIALIST IV** – Regular, full-time position working in the New Hampshire Court System, subject to the sufficient and continued funding of the Judicial Branch by the Legislature.

**DEFINITION OF WORK**

Work involves performing a variety of computer, server, and network related responsibilities including project planning, participation in project management, resource management, project plan development, requirements gathering, design, testing, implementation and maintenance of highly technical, large-scale enterprise computer systems and networks. The position requires exercise of considerable independent judgment. Significant specialized expertise relative to the installation, upgrading, and maintenance of computer, server, and network based WAN/LAN applications and/or operating system software is regularly required of individuals in this position.
The individual in this position is responsible for maintaining the NHJB configuration standards for the network, servers, desktops and laptops so that the operating system and application software can be consistently replicated to all machines. The individual is also responsible for developing and maintaining scripts to support the consistent configuration standards so that network, servers, desktops, and laptops can be updated and/or completely reloaded either locally or remotely. The individual will be responsible for monitoring the technical environment, including identifying and fixing problems and issues. The individual provides technical leadership to the IT Support Desk, which supports multiple, independent WANSs and LANs in the Supreme, Superior, and Circuit courts located throughout New Hampshire.

The individual in this position diagnoses problems with WANs and/or LANs and related software on a daily basis, provides detailed problem definitions to support contacts, and interacts with court personnel, data processing staff, and numerous vendors to coordinate solutions to problems. This position requires well-organized work habits due to the number of concurrent tasks being performed, the number of remote WANs and LANs being supported, and the variety of components that need to be aligned correctly in order for the WAN and/or LAN applications to operate properly. This position involves mentoring, coaching, and providing direction to team members along with lead planning and/or implementation of projects. Individual may participate in the design and or testing phases of a network or of server projects.

Employees in this position may be required to travel to court system locations throughout the state during the regular course of business, and are subject to transfer or reassignment at the discretion of the Director of the Administrative Office of the Courts.

REPORTING LINES
This position reports to the Infrastructure Manager and has no supervisory responsibility but will coordinate and oversee the work assignments of subordinate LAN Specialists and other court employees assigned to various projects.

ESSENTIAL FUNCTIONS (EXAMPLES OF WORK PERFORMED)
(Any one position may not include all of the duties listed, nor do the examples cover all the duties that may be performed.)

Performs senior level operating system/application configuration and support duties to ensure that the operating systems/applications on local and remote servers, desktops and laptops are consistently configured, and that adjustments to the operating systems/applications are recorded and deployed to all users in a timely manner.

Ensures that operating system/application software can be repeatedly and quickly reconstructed on local and remote servers, desktops, and laptops through the use of scripting and distribution tools.

Serves in the absence of the Infrastructure Manager including overall management of the network infrastructure, and coordination and oversight of subordinate LAN Specialists’ work.

Participates in project planning, project plan development, project management, and resource management; provides oversight to information technology staff involved with projects.

Acts as a liaison between the various users, the staff at the Administrative Office of the Courts, and the vendors supplying data processing services/products to the courts.

Answers questions relative to the WAN and/or LAN hardware, operating system software, application software and various utility packages functioning on the WANs and/or LANs.

Collects information from various sources to accurately define problems and communicates with staff and vendors in order to get resolutions to problems.

Communicates with court personnel who are often not familiar with the technology to elicit accurate descriptions of problem symptoms; uses support software to communicate directly to the staff to assist the various courts with problem definition and resolution. Keeps logs of open problems and resolutions to problems.
Maintains, updates, and performs performance tuning functions on WAN, LAN, and/or other systems.

Installs and configures new virtual machines.

Performs system backup procedures and server maintenance.

Performs related work as required.

**DESIRABLE EDUCATION AND EXPERIENCE**
Graduation from an accredited four year college, university, or technical school with major course work in computer science and at least six (6) years’ experience supporting computer and network based, Local Area Networks and Wide Area Networks; experience working in various Window, Linux, virtual operating system platforms, and systems integration environment; or, any equivalent combination of education and experience that provides the following knowledge, abilities, and skills:

**KNOWLEDGE, SKILLS, AND ABILITIES**
Advanced knowledge of network hardware troubleshooting, repair, and maintenance.

Familiarity with system imaging/cloning.

Familiarity with various server products and configuration including but not limited to Dell, IBM, and HP.

Familiarity with Dell, Compellent, and EqualLogic storage systems.

Familiarity with advanced backup strategies.

Familiarity with Linux operating systems.

Strong knowledge and experience with installing, configuring, and troubleshooting VMware and backup (Unitrends, Veeam) technologies.

Solid understanding and experience with TCP/IP, DNS, DFS, DHCP, iSCSI, RADIUS, SAN, IPSEC, OSPF, MPLS, STP, VLAN, QOS, ACLs, WiFi, and firewall technologies. DMZ experience required.

Solid understanding and experience with Active Directory (Group Policy, User Management, Replication, etc.)

Solid understanding and experience with Microsoft Exchange environment and other mail services applications such as e-mail spam filters.

Solid understanding of and experience with Windows Server Infrastructure of 2003/8/2012.

Ability to express ideas clearly and concisely, orally and in writing and the ability to formulate independent, accurate solutions to problems.

Ability to articulate decisions to management for projects and solutions for problems.

Ability to work under time constraints.

Ability to communicate and work with users, partners, and vendors.

Experience in deploying enterprise systems and applications.

Strong technical ability to identify, analyze, and resolve complex problems.

**SPECIAL REQUIREMENTS**
Must successfully pass a criminal records check
A+, CCENT, CCNA, or MCSE certificates preferred.

**DISCLAIMER STATEMENT**
This position description represents general duties and is not intended to list every specific function of this position

Revised 7/31/2017

#17-92
07/31/2017
As part of its mandate under Title VII of the Civil Rights Act of 1964, the federal Equal Employment Opportunity Commission requires periodic reports from state governments which indicate the composition of their applicant and workforce by age, gender and ethnic/race category based on specific job categories (professional, technical, administrative, management etc.). Your responses are Strictly Voluntary, will be kept Confidential and separated from all other personnel records only accessed by the Human Resources Department. No adverse treatment will result if you choose not to answer any of the questions.

SOCIAL SECURITY NUMBER: ___________ - _______ - _____________

AGE: _______ (In whole numbers)

JOB TITLE of position for which you are applying: _____________________________

POSITION NUMBER of position for which you are applying: _____________________________

GENDER: (Please check only one response below)

_____ Male   _____ Female

ETHNICITY: (Please check only one response below)

H = Hispanic or Latino: A person of Cuban, Mexican, Puerto Rican, South or Central American, or other Spanish culture or origin regardless of race.

_____ YES   _____ NO

RACE: (Please check only one response below)

___ W = White (Not Hispanic or Latino) A person having origins in any of the original peoples of Europe, the Middle East or North Africa.

___ B = Black or African American (Not Hispanic or Latino) A person having origins in any of the black racial groups of Africa.

___ NHOP = Native Hawaiian or Other Pacific Islander (Not Hispanic or Latino) A person having origins in any of the peoples of Hawaii, Guam, Samoa or other Pacific Islands.

___ A = Asian (Not Hispanic or Latino) A person having origins in any of the original peoples of the Far East, Southeast Asia or the Indian Subcontinent, including, for example, Cambodia, China, India, Japan, Korea, Malaysia, Pakistan, the Philippine Islands, Thailand and Vietnam.

___ AIAN = American Indian or Alaska Native (Not Hispanic or Latino) A person having origins in any of the original peoples of North and South America (including Central America) and who maintain tribal affiliation or community attachment.

___ T = Two or More Races (Not Hispanic or Latino) All persons who identify with more than one of the above five races.

Please circle all that apply:   W   B   NHOP =   A   AIAN

Date completed: _____________________________

Thank you for your participation.

PLEASE RETURN COMPLETED FORM TO:
Administrative Office of the Courts
Human Resources Dept.
2 Charles Doe Drive
Concord, NH 03301