



## Position Available

### **Information Technology Technician**

#### Judicial Information Services, State Court Administrative Office

Judicial Information Services (JIS) is the IT arm of the Michigan Supreme Court. Our mission is to provide innovative technology solutions, quality software, and expert service and support for Michigan's courts. JIS has been helping courts modernize and streamline their processes for over 30 years and we have recently started accelerating our efforts to make an even greater impact, from case management and e-filing to video conferencing, data warehousing and providing online transaction options. Every day, our work makes a significant positive impact by helping the courts administer justice quickly and effectively.

We are looking for a strong technologist to support technologies within JIS, which provides IT Products, services and consulting for the Michigan Supreme Court, and 242 courts across the state. The Information Technology Technician is ultimately accountable to provide IT support to the Michigan Supreme Court. Independent judgment is required for information technology technician to carry out assignments which may have significant impact on services or programs. Guidelines may be available, but require adaptation or interpretation to determine appropriate courses of action. We are interested in qualified candidates who can use their technology experience to help simplify and solve complex problems faced by Michigan courts.

The Michigan Supreme Court offers comprehensive medical benefits, 401k/457 (including state contribution and matching) and additional fringe benefits.

**ESSENTIAL DUTIES AND RESPONSIBILITIES** include, but are not limited to, the following:

- Install, configure, maintain and manage Microsoft Active Directory environment both on-prem and within Microsoft Azure environments;
- Provide mobile device management, administration, and support;
- Administer Enterprise PKI Administration;
- Identify and implement enhancements to monitor, alert, and report on the security and health of the JIS IT systems and applications;
- Microsoft Exchange Administration of on premise servers and O365 including Cisco Iron Port support and maintenance;
- VOIP system administration and support of Cisco Unified Call Manager, Unity, Jabber, E911, and UCCX;
- Provide Tier 2 and Tier 3 problem identification, diagnosis, and resolution to technical problems;
- Research and test new products or upgrades of hardware and software. Obtain quotes, prepare purchase authorizations, and order when approved. Coordinate vendor support;
- Be available for after hours, weekend, and holiday work;
- Prepare and maintain documentation as required by ITIL processes for Service Support.

#### **EDUCATION:**

- Bachelor's degree in computer science, information systems, or related technical field or Associate's degree with a minimum of six years of progressively responsible experience.

#### **LICENSING/PROFESSIONAL CERTIFICATION:**

- ITIL Certification Preferred

**EXPERIENCE:**

- Experience implementing and managing Active Directory domains and forests at an enterprise level across multiple physical locations including Azure;
- Experience managing and maintaining Active Directory and Active Directory Federation Services (ADFS) environments, based on Windows Server 2008, 2012, and 2016;
- Experience with enterprise PKI solutions;
- Experience with System Center Configuration Manager;
- Experience with LDAP-based identity management solutions;
- Experience managing Active Directory-integrated DNS and DHCP solutions;
- Experience developing scripted solutions using Microsoft PowerShell;
- Experience administering Microsoft Exchange and users on premise;
- Experience administering Cisco Call Manager and the supporting systems.

**ABILITY:**

- Communicate well, both verbally and in writing;
- Facilitate working meetings, elicit and solicit information, and absorb the information being communicated; Facilitate a shared understanding of the problem, possible solutions, and scope of the project; Facilitate solutions to technical challenges among multiple teams when they involve negotiation between multiple business and technical stakeholders;
- Evaluate multiple options before facilitating the solution to a problem;
- Apply critical thinking skills to determine the appropriateness of requests, with periodic reviews of business procedures to clarify or change a business process. Use the knowledge gained in the daily operational procedures as input to business process and procedure documentation;
- Successfully prioritize across multiple tasks in a fast paced environment;
- Work independently and manage time effectively to meet deadlines.

**WORK LOCATION:**

Hall of Justice, Lansing, Michigan

**TO APPLY:**

Please e-mail your cover letter and resume in Word or Adobe (.pdf) format to [jobapps@courts.mi.gov](mailto:jobapps@courts.mi.gov) and include "JIS ITT" in the subject line. If you prefer to mail your cover letter and resume, please send them to: MSC Human Resources Department, Attn: JIS ITT, P.O. Box 30052, Lansing, MI 48909.

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