



SECOND JUDICIAL DISTRICT COURT

WASHOE COUNTY
STATE OF NEVADA

COURT TECHNOLOGY SUPPORT TECHNICIAN

\$67,433.60 - \$87,651.20 annual salary

Plus a comprehensive benefits package

How to Apply

A complete application packet will consist of the following:

- ☐ District Court Application [HERE](#)
- ☐ Cover Letter
- ☐ Resume
- ☐ 3 Professional References
- ☐ Education Verification
(proof of highest degree completed)
Providing diploma or unofficial transcripts are common methods of verification.

We do not accept resumes in lieu of the District Court Application

Direct application packet to:

SJDC Human Resources
775-328-3405 (phone)
775-325-6601 (fax)
HR@washoecourts.us

Mail or Hand Deliver To:

Second Judicial District Court
Room 220A
75 Court Street
Reno, Nevada 89501



*The Second Judicial District Court is an
Equal Employment Opportunity
Employer*

Announcement: December 12, 2025

Filing Deadline: Applications must be received not later than **Monday, January 5th, by 5:00 p.m.** Mailed applications must be postmarked by this date.

Interested applicants should apply online at <http://www.washoecourts.com>.

THE DISTRICT COURT

The Second Judicial District Court covers all communities within Washoe County and is part of the judicial branch of government. The District Court occupies two courthouses located in downtown Reno. The General Jurisdiction's historic courthouse proudly displays a copper dome lined with magnificent stained glass. The Family Division is located in a multi-court complex. Its footprint lines the banks of the Truckee River.

The Second Judicial District Court is a collaborative partner within Washoe County. Community outreach initiatives and public access to justice are on the forefront of the Court's mission. The District Court team is dynamic, boasts a wide range of expertise, and appreciates diversity.

Washoe County is a vibrant community. With world renowned Lake Tahoe nearby, residents enjoy its beauty all year long. The City of Reno offers all the benefits of a city while maintaining its small-town atmosphere. Washoe County is truly a great place to live.

Learn more about how you can join our team!

POSITION DESCRIPTION

Under the general supervision of the Chief Technology Officer and IT Manager, the Court Technology Support Technician will analyze, develop, implement, maintain, and modify computer operations, systems, and software applications. Incumbents may perform duties in one or more IT specialization areas depending on the needs of the organization. IT professionals conduct detailed alternative analyses and determine end-user requirements through consultation with end-users, technicians, vendors, management, and others.

The Court Technology Support Technician will maintain documentation related to the assigned IT specialization operations, and other records of work activities as required. Incumbents are required to maintain current knowledge of technological trends and advancements in the IT field as well as software application practices, laws, policies, and ethics. Incumbents are called upon to participate in recommending and justifying resource allocations and assist in writing technical requirements for various departmental documentation.

EXAMPLES OF IMPORTANT AND ESSENTIAL DUTIES

Provides functional and technical assistance to customers in response to inquiries and requests for service.

Assists users in the proper use of computer software via the telephone, virtual network connections, or in person.

Provides basic support to users of the Court's electronic filing system.

Installs software, assists with preventive maintenance and inventory control of computer materials and equipment.

Responds to requests sent to the Help Desk; assist users in resolving problems or routes requests to appropriate staff.

Provides support for videoconference and teleconference meetings.

Provides support for the courtroom audio and visual systems. Verifies courtroom technology is working each day, with particular attention during high profile proceedings and trials.

Troubleshoots software and hardware problems.

Interviews users to collect information about problems and leads users through diagnostic procedures to determine the source of error, possible causes and solutions.

Handles problem recognition, research, isolation, resolution and follow-up for basic problems.

Uses real-time technology to reduce downtime, increase user productivity and to provide interactive assistance.

Installs software on computers, following written instructions from user manuals and other resources. Observes the execution of loaded programs for errors, and if found, analyzes errors and finds solutions.

Provides front line end user support for employees accessing applications, computers, network software applications, web-based applications, network operating systems, printers and other peripherals.

Serves as the primary point of contact for A/V help desk inquiries, providing troubleshooting support and managing A/V data. This includes media carts, JAVS, microphones, cameras, audio and video systems, Zoom, QSYS, OBS, courtroom monitors, and related courtroom technologies.

Resets passwords; assists with logon/logoff procedures for network and applications. Escalates help desk requests when determined appropriate to advanced technical support staff.

Provides desktop support for software applications, such as Microsoft Office 365 products and Adobe Acrobat.

Supports and works with inventory control systems (KACE) for computer patching and updates; supports and works with Court case management and electronic filing systems.

Makes decisions utilizing available information to address technical problems with various programs and hardware to ensure continuity in service.

Leads training sessions for attorneys, support staff, and clerks on courtroom A/V equipment, ensuring secure, reliable, and confident use.

Administrates Zoom, JAVS and/or recording edit requests.

Escalate complex A/V issues or system updates to the Court Technology Systems Specialist for advanced management.

Provides testing support by assisting in the monitoring of program tests and reviewing computer output and identify errors.

Performs related work as required.

JOB-RELATED ESSENTIAL QUALIFICATIONS

Knowledge of

- Functions and applications of software, printers, and various types of electronics, including methods for identifying software problems.
- The capabilities of various computer hardware and software products.
- Current computer technology and trends including information management, communications, networking data administration, data processing, systems design and security, programming operations and controls.
- Experience with using and supporting Microsoft Office and higher suite of application, Adobe Acrobat. Installation, maintenance and configuration of workstations and applications; network connectivity.
- Commercially available operating systems and applications used by the Court.
- Principles and practices of a computer system and peripheral devices as needed to monitor a system. Network domains and login procedures.

Skills to

- Work with diverse populations.
- Ensure accuracy of work.
- Communicate effectively, both verbal and written.
- Utilize a variety of programs such as Excel, Word, and Adobe Acrobat.
- Address computer hardware problems including assessing issues and developing a fix.

Ability to

- Provide effective customer service to users.
- Establish and maintain effective working relationships with others.
- Train and provide follow up with users on various software and hardware problems.
- Read, interpret and apply user and technical manuals.
- Maintain work and time records to meet schedules and timelines.
- Assist users in the functions and applications of software and the use of computer systems. Follow oral and written instructions.
- Prioritize work assignments.
- Assess, design, implement and evaluate multiple projects. Develop procedures and practices to increase work effectiveness.
- Maintain and update records for the allocation of work time and the use of supplies. Think creatively and to problem solve.
- Troubleshoot Microsoft Office suite and Adobe Acrobat products for reported problems.
- Analyze and solve problems during workstation setup, maintenance, and diagnostics to ensure network connectivity and access.
- Maintain knowledge of technological changes in hardware and software. Identify and correct software problems.
- Identify needs and resolve workstation issues.
- Document work and create instructions for users.
- Stay abreast of changing technology needs, products and services by participating in training, attending meetings and utilizing other professional development resources.

MINIMUM QUALIFICATIONS

Any combination of experience and training that would provide the required knowledge, skills, and abilities may be used to qualify for employment. A typical way to obtain knowledge, skills, and abilities is:

Experience

Two years of experience using Microsoft Office suite of products that includes department application support responsibilities; OR one year working a help desk assisting users in resolving a variety of hardware and software problems; OR an equivalent combination of training and experience.

Training

Equivalent of high school diploma and two years of college with major coursework in computer information systems or a related field. An Associate's degree in Computer Science may substitute for one year of the required experience.