

Supreme Court of Nevada  
ADMINISTRATIVE OFFICE OF THE COURTS

ROBIN SWEET  
Director and  
State Court Administrator



SCOTT SOSEBEE  
Deputy Director  
Information Technology

JOHN MCCORMICK  
Assistant Court Administrator  
Judicial Programs and Services

VERISE V. CAMPBELL  
Deputy Director  
Foreclosure Mediation

**Business Support Systems Specialist  
Position # 0004**

This position is with the Administrative Office of the Courts, Trial Court Technology Support Unit, and provides technical support for a court case management system and enterprise information exchange system. Primary duties include answering, recording, researching, and satisfying user requests to the Trial Court Technology Service Desk; providing system configuration, maintenance, and repair of enterprise applications; assisting in the development and maintenance of user and system documentation; executing prescribed test scripts and reporting results; monitoring and validating system performance and correcting known issues or escalating complex problems; training users on common system functionality. Court and customer service experience is preferred. This recruitment is available to trainees. To be considered for a trainee position, the candidate must have excellent interpersonal skills and an aptitude for technology. This position is located in Carson City.

**Education and Experience Requirements:**

**Business Support Systems Specialist Trainee:** Graduation from high school or equivalent and one year of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals; **OR** an equivalent combination of education and experience.

**Business Support Systems Specialist I:** Graduation from high school or equivalent and two years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals; **OR** one year relevant experience as an IT Technician Trainee or Business Systems Support Specialist Trainee in Nevada State or Court service; **OR** an equivalent combination of education and experience.

**Business Support Systems Specialist II:** Graduation from high school or equivalent and three years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, one year which must have included IT work experience in a user support role; **OR** one year relevant experience as an IT Technician I or Business Systems Support Specialist I in Nevada State or Court service; **OR** an equivalent combination of education and experience.

**Business Support Systems Specialist III:** Graduation from high school or equivalent and four years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, two years of which must have included IT work experience in a user support role; **OR** one year relevant experience as an IT Technician II or Business Systems Support Specialist II in Nevada State or Court service; **OR** an equivalent combination of education and experience.

**Business Support Systems Specialist IV:** Graduation from high school or equivalent and five years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, three years of which must have included IT work experience in a user support role; **OR** one year relevant experience as an IT Technician III or Business Systems Support Specialist III in Nevada State or Court service; **OR** an equivalent combination of education and experience.

**Business Support Systems Specialist V:** Graduation from high school or equivalent and six years of experience utilizing the fundamentals of typical computer systems, operating systems, applications, and peripherals, four years of which must have included IT work experience in a user support role; **OR** one year relevant experience as an IT Technician IV or Business Systems Support Specialist IV in Nevada State or Court service; **OR** an equivalent combination of education and experience.

**Salary Range:** \$27,895.68 - \$47,606.40 DOE, employee/employer paid retirement

The stated salary range represents trainee to maximum compensation. Salary offers are based on a wide array of factors such as a candidate's experience, skills, education, as well as budget availability. Once hired, salary growth within the job classification will be based on performance and budget approval.

The Supreme Court of Nevada offers the compensation package available for all State of Nevada Employees which includes a choice of health insurance plans, enrollment into the Public Employees Retirement System (PERS), eleven paid holidays, and paid annual and sick leave.

**Application Process:**

In order for you to be considered for this position, you must complete a Supreme Court of Nevada Employment Application, a cover letter, and a resume. It is your responsibility to provide specific, accurate and complete information describing how you meet the minimum qualifications in your original application materials. Applications are available at [WWW.NEVADAJUDICIARY.US](http://WWW.NEVADAJUDICIARY.US) under the Administrative Office tab, where the application may be completed online and then printed and mailed or delivered to:

Cynthia Sampson, Personnel Analyst  
Administrative Office of the Courts  
Supreme Court Building  
201 South Carson Street, Suite 250  
Carson City, Nevada 89701-4702

You may also submit your application packet:

- via e-mail to: [supportspecialist@nvcourts.nv.gov](mailto:supportspecialist@nvcourts.nv.gov)
- via fax to: (775) 684-1777

**The deadline to submit applications is Friday, November 22, 2013. Applications received after 5:00 pm PST, will not be accepted.**

*The Supreme Court of Nevada is an equal opportunity employer. If accommodation for a disability is needed during the application or examination process, contact the Personnel Analyst at 775.684.1744.*