



Job Posting Date: 01/27/2025
Application Deadline: Open until filled
50TH District Court
70 N. Saginaw Street
Pontiac, MI 48342
(248) 758-3815

VIRTUAL HEARING SUPPORT TECHNICIAN (GRANT FUNDED)

Supervised by: Court Administrator or Designee
Supervises: None
Position Type: Grant-Funded (Expires 12/31/2025)
Job Type: Part-Time (Up to 20 Hours/Week)
Salary: \$17.00/Hour

Position Summary:

Under the supervision of the Court Administrator or Designee, the Virtual Hearing Support Technician is responsible for providing technical assistance and support for virtual court hearings. This role ensures that all technological aspects of online hearings, including audio/video setup, document sharing, and platform functionality, run smoothly. The technician will troubleshoot technical issues, offer guidance to court personnel and legal teams, and ensure compliance with all legal and security standards during virtual hearings.

Essential Job Functions:

An employee in this position may be called upon to do any or all the following essential functions. These examples do not include all the duties which the employee may be expected to perform. To perform this job successfully, an individual must be able to perform each essential function satisfactorily.

1. Schedule and manage Zoom or virtual hearing platform meetings for court hearings and proceedings.
2. Ensure all participants are logged into the session and have appropriate access.
3. Ensure all participants are identified upon entering the virtual court hearing session.
4. Monitor and manage Zoom or virtual hearing platform settings, including audio, video, and security protocols (e.g., muting participants, managing breakout rooms).
5. Troubleshoot technical issues during court proceedings and assist with audio/video setup as necessary.
6. Provide technical assistance to judges, attorneys, witnesses, and court staff before, during, and after court sessions.

7. Assist in maintaining proper documentation of Zoom or virtual hearing platform sessions and court proceedings.
8. Ensure compliance with relevant legal and court regulations regarding virtual meetings.
9. Coordinate with the court staff to ensure that all technology and equipment are working correctly.
10. Support training for court personnel on using Zoom or virtual hearing platform for court hearings.

Required Knowledge, Skills, Abilities and Minimum Qualifications:

The requirements listed below are representative of the knowledge, skills, abilities and minimum qualifications necessary to perform the essential functions of the position. A qualified individual with a disability must be able to perform the essential functions of the position with or without reasonable accommodation.

Requirements include the following:

- High school diploma or equivalent Required. Some college coursework in Information Technology, Communications, or a related field is preferred.
- Technical Proficiency: Strong understanding of virtual meeting platforms (e.g., Zoom, Microsoft Teams, WebEx) and courtroom management software.
- Problem-Solving Abilities: Ability to quickly resolve technical issues and ensure minimal disruption during court proceedings.
- Communication Skills: Excellent communication and interpersonal skills to collaborate with court officials, legal teams, and external vendors.
- Attention to Detail: Keen eye for detail to ensure all proceedings comply with legal standards and technical requirements.
- Knowledge of Legal Frameworks: Familiarity with court procedures and legal requirements for virtual hearings is a plus.
- Project Management: Strong organizational skills with the ability to handle multiple tasks and deadlines.

Physical Demands and Work Environment:

The physical demands and work environment characteristics described here are representative of those an employee encounters while performing the essential functions of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to communicate in person and by telephone, read regular and small print, view and produce written and electronic documents and enter data on a computer keyboard with repetitive keystrokes. The employee must be mobile in an office setting, stand, sit, stoop and kneel, use hands to finger, handle, or feel and reach with hands and arms. The employee must occasionally lift and/or move items of light weight.

The typical work environment of this job is a business office setting where the noise level is quiet and sometimes moderate.

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This job description does not constitute an employment agreement between the 50th District Court and employee and is subject to change by the 50th District Court as the needs of the Court and requirements of the job change.