TENTH JUDICIAL CIRCUIT
HARDEE, HIGHLANDS, AND POLK COUNTIES
JOB ANNOUNCEMENT

OFFICIAL JOB TITLE:	User Support Analyst
SALARY:	$52,000.00/annually
WORK SCHEDULE:	Monday through Friday
CLOSING DATE:	Open until filled
JOB LOCATION:	Highlands County Courthouse

GENERAL DESCRIPTION:

This position performs first-level end-user technology support of desktop operating systems, application software, local area networking, e-mail and video conferencing systems for use by end-users. This position also provides support for scheduling, setup, testing of audio-visual presentation technology in the courtrooms and provides a/v support to the courtrooms as required. The job performance of the person working in this position will be evaluated during the initial 6-month employment period to measure skills and abilities in relation to stated performance expectations.

EXAMPLES OF WORK PERFORMED:

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

- Installs, supports, monitors, tests, and troubleshoots desktop systems, peripherals and related software
- Performs maintenance on technology hardware and software including version control
- Works with agency's information technology staff to ensure the desktop environment is consistent with the agency objectives; adheres to standard installation procedures and configurations; and is compatible with existing applications and security requirements
- Coordinates and ensures the standard implementation of policies, procedures and systems operations in the desktop environment
- Writes and/or maintains up-to-date documentation for desktop and audio-visual systems
- Analyzes and resolves desktop and audio-visual hardware, software, and communications problems using diagnostic software and/or technical troubleshooting processes
- Assists in the development and maintenance of disaster recovery procedures for the desktop resources and audio-visual resources
- Performs any other related duties and tasks as applicable and necessary

KNOWLEDGE, SKILLS AND ABILITIES:

The person chosen to fill this position must have proficiency in Microsoft 365 and other various applications as specified below; and possess the following knowledge regarding:

- Desktop environment
- Networking environments and network security
- Software installation procedures
- Desktop troubleshooting techniques
- Distributed processing operations, procedures, and equipment
- Presentation technology and basic audio-visual systems
- Computers and software
- Basic switch, router, and network wiring technology
- End user software packages including word processing, spreadsheets, graphics, communications, and calendaring

And abilities related to:

- Processing information logically and solve problems
- Working flexible hours as needed
- Monitoring and resolving problems with distributed computer systems components
- Consulting with users and assess and determine user needs and system requirements
- Communicating effectively verbally and in writing
- Establishing and maintaining effective working relationships with others
- Planning, organizing and coordinating work assignments

MINIMUM QUALIFICATIONS AND REQUIREMENTS:

The person chosen to fill this position must possess the following:

- High school diploma
- Equivalency diploma issued by a state department of education or by the United States Armed Forces Institute or a qualifying score on the Division of Personnel Education Attainment Comparison Test may substitute for a high school diploma
- Associates degree in Management Information Systems or similar computer related field
- One (1) year of experience in Management Information Systems or at least one (1) of the following:
    1. Completion of a 720 classroom hour program of study from a vocational/technical school or accredited college in an area of computer support and security, or information technology (excluding data entry) or;

2. Completion of 30 semester or 45 quarter hours of college course work from an accredited institution which includes courses in computer science or management information systems or;
3. Two (2) years' experience in desktop support, information technology (excluding data entry) electronics or engineering; or
4. Completion of and certification in a nationally recognized vendor supplied program of study of four (4) or more weeks (or logged in excess of 160 classroom hours) and certification in a network (hardware/software) program.

PREFERRED QUALIFICATIONS:
Preference will be given to candidates who possess the following additional qualifications and experience:

- Windows operating system environments, pc cloning technology, a working knowledge of PC/LAN operations, terminology, procedures, software and hardware.
- Video conferencing, programming of a/v control systems, and digital sound system technologies.

We are an equal opportunity employer. We do not discriminate based on race, religion, color, sex, age, national origin or disability. Interested applicants must complete a State of Florida job application form and submit it no later than the closing date indicated above to:

Stephanie Sullivan
Human Resources Manager
Post Office Box 9000, Drawer J102
Bartow, FL 33831-9000
Telephone: (863) 534-4035
Fax: (863) 534-4699
ssullivan@jud10.flcourts.org

If you need an accommodation in order to participate in the application/selection process, please notify the Administrative Office of the Courts in advance by calling (863) 534-4686.