



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

OFFICIAL JOB TITLE: User Support Analyst II
SALARY: \$63,000.00/annually
WORK SCHEDULE: Monday through Friday
CLOSING DATE: Open until filled
JOB LOCATION: Polk County Courthouse (primary), with travel to other circuit locations as needed

GENERAL DESCRIPTION:

The User Support Analyst II performs advanced end-user technology support of desktop operating systems, application software, local area networking, email, video-conferencing systems, and audio-visual technologies used by the courts. This position serves as an escalation point for complex technical issues, provides mentoring to entry-level staff, and contributes to planning and implementation of technology initiatives in the Tenth Judicial Circuit. The person in this position will be evaluated during the initial six-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, with primary responsibility for complex or high-impact issues.
- Performs advanced maintenance on technology hardware and software, including version control, device imaging, patch management, and deployment of standardized configurations.
- Works with the agency's information technology staff to ensure the desktop environment is consistent with 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, and recommends improvements based on recurring issues and emerging needs.
- Writes and maintains up-to-date documentation for desktop and audio-visual systems, including procedures, diagrams, and knowledge-base articles for end-users and IT staff.
- Analyzes and resolves desktop and audio-visual hardware, software, and communications problems using diagnostic software and technical troubleshooting processes; escalates and coordinates vendor support as needed.

- Provides second-level and, when appropriate, third-level support for incident and service requests, including remote support for users at other locations within the circuit.
- Provides support for scheduling, setup, operation, and testing of audio-visual presentation technology and video-conferencing systems in the courtrooms; serves as primary on-site technical resource for complex or high-profile proceedings.
- Assists with planning, testing, and deployment of new desktop hardware, operating systems, and software applications, including pilot testing and feedback to management.
- Assists in the development and maintenance of disaster recovery procedures for desktop and audio-visual resources, including inventory maintenance and configuration documentation.
- Monitors system performance and user incident trends to identify recurring problems and recommend long-term solutions or training.
- Participates in technology projects, including courtroom technology upgrades, video-conferencing enhancements, and networked peripheral deployments.
- Provides informal training, guidance, and mentoring to User Support Analyst I and other technical staff in troubleshooting techniques and court technology standards.
- Performs any other related duties and tasks as applicable and necessary.

KNOWLEDGE, SKILLS, AND ABILITIES:

Knowledge of:

- Desktop operating systems and environments, including current Windows operating systems, desktop imaging, and configuration management.
- Networking environments and network security concepts as they relate to desktop systems and peripherals.
- Software installation procedures, desktop troubleshooting techniques, and diagnostic tools.
- Distributed processing operations, procedures, and equipment.
- Presentation technology and basic to intermediate audio-visual systems, including video-conferencing platforms and digital sound systems.
- Basic switch, router, and network wiring technology sufficient to diagnose and coordinate resolution of connectivity issues.
- End-user software packages including word processing, spreadsheets, graphics, communications, calendaring, and collaboration tools such as Microsoft 365.

Abilities:

- Process information logically and solve problems, including complex and multi-factor technical issues.
- Work flexible hours as needed to support court schedules and critical system maintenance windows.
- Monitor and resolve problems with distributed computer systems components and audio-visual technologies in a fast-paced environment.
- Consult with users to assess and determine user needs and system requirements, and translate them into practical technical solutions.

- Communicate effectively verbally and in writing with judges, judicial assistants, court administration, and technical staff.
- Establish and maintain effective working relationships with others, including acting as a technical liaison with vendors and external agencies.
- Plan, organize, and coordinate work assignments, including managing multiple concurrent incidents and small projects.
- Provide guidance and informal leadership to less experienced technical staff, promoting standard practices and quality customer service.

MINIMUM QUALIFICATIONS AND REQUIREMENTS:

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

- High school diploma or 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.
- Associate's degree in Management Information Systems or a similar computer-related field.
- Two (2) years of experience in Management Information Systems or at least two (2) years in desktop support, information technology (excluding data entry), electronics, or engineering; or an equivalent combination of education, training, and experience that provides the required knowledge, skills, and abilities. In lieu of some or all of the above experience, one or more of the following may be substituted, consistent with agency policy:
 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).
 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.
 3. Completion of and certification in a nationally recognized vendor-supplied program of study of four (4) or more weeks, or in excess of 160 classroom hours, and certification in a network hardware/software program.

For a User Support Analyst II classification, the Circuit may require experience above the minimum listed for User Support Analyst I, such as an additional year of directly related desktop or audio-visual support experience.

PREFERRED QUALIFICATIONS:

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

- Hands-on experience in Windows operating system environments, PC cloning technology, and a working knowledge of PC/LAN operations, terminology, procedures, software, and hardware.

- Experience supporting video-conferencing platforms, programming of AV control systems, and digital sound system technologies.
- Industry certifications such as CompTIA A+, Network+, Microsoft 365, or equivalent desktop support certifications.
- Prior experience providing technical support in a court, government, or similarly mission-critical environment.

APPLICATION INFORMATION:

We are an equal opportunity employer and 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 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.