

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

OFFICIAL JOB TITLE: Help Desk Analyst
SALARY: \$48,203.39 annually; \$23.17 hour
CLOSING DATE: Open until filled
WORK SCHEDULE: Monday through Friday
JOB LOCATION: POLK COUNTY COURTHOUSE

ALLOCATION FACTOR(S)

This position performs first-level end-user technology and functions as the main point of customer contact for technology help requests. This positions records, tracks, and monitors all incoming requests for services as well as maintains critical information logs related to work orders and resource check-out.

MINIMUM QUALIFICATIONS

- A high school diploma or equivalent, and two years of experience in end user support, and troubleshooting technical problems with emphasis on oral and written communications, problem determination and resolution, and the ability to work independently.
- Comparable amount of related training and experience may be substituted for minimum qualifications.

ILLUSTRATIVE DUTIES (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)

- Receive, log, and respond to all calls requesting technology services.
- Research and resolve end user questions and problems.
- Determine and assign work orders to appropriate technical staff for resolution.
- Maintain control logs and data bases.
- Perform analysis of logs to recommend operating changes or additional end user training.
- Provide reports as needed.
- Ensure appropriate service level requirements are met.

- Ensure that proper information is gathered to properly respond to the work request.
- Analyzes and resolves desktop and audio visual hardware, software, and communications problems using diagnostic software and/or technical troubleshooting processes.
- Assist in the development and maintenance of disaster recovery procedures for the various log files.
- Provide clerical support as needed including scheduling, filing, and organizing technology resources and supplies.
- Performs related work as required.

KNOWLEDGE, SKILLS AND ABILITIES: (Note: The knowledge, skills and abilities (KSA's) identified in this class specification represent those needed to perform the duties of this class. Additional knowledge, skills and abilities may be applicable for individual positions in the employing agency.)

- Knowledge of a Microsoft Windows10 enterprise environment.
- Knowledge of the Microsoft Office 365 suite and associated apps.
- Knowledge of desktop/laptop/tablet/smartphone troubleshooting techniques.
- Knowledge of computers and software.
- Knowledge of end user software packages including word processing, spreadsheets, graphics, communications, and calendaring.
- Knowledge of and ability to implement/develop/manage Microsoft SharePoint including Sites, Teams, Groups, OneDrive and OneNote.
- Ability to process information logically and solve problems.
- Ability to work flexible hours as needed.
- Ability to monitor and resolve problems with distributed computer systems components.
- Ability to consult with users and assess and determine user needs and system requirements.
- Ability to communicate effectively verbally and in writing.
- Ability to establish and maintain effective working relationships with others.
- Ability to plan, organize and coordinate work assignments.

EXPERIENCE:

Preference will be given to candidates that have experience with Microsoft Office Suite, O365, SharePoint and an enterprise level IT Helpdesk.

We are an equal opportunity employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability.

Interested applicants must complete a State of Florida 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
TDD: (863) 534-7777**

If you need an accommodation in order to participate in the application/selection process, please notify the hiring authority in advance.