



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

OFFICIAL JOB TITLE: USER SUPPORT ANALYST
SALARY: \$43,937.08/Annually*
WORK SCHEDULE: Monday through Friday
JOB LOCATION: HIGHLANDS COUNTY COURTHOUSE
CLOSING DATE: Open until filled

***This is an OPS position with limited State benefits. It is guaranteed funding thru June 30, 2024. It is not known if funding will continue after that date.**

GENERAL DESCRIPTION:

This position performs end-user technology support of desktop operating systems, application software, local area networking, e-mail, and video conferencing systems. This position is located in Court Technology and is assigned to the Technical Support Team which serves as the first point of contact regarding judicial and staff requests for technical assistance. Accordingly, this position operates in a fast-paced professional environment requiring quick turnaround results.

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.

- Take initial phone calls and triage tickets;
- Prepare workstations and endpoints for end users which may include moving hardware, cable management, furniture repositioning and installing and setting up software;
- Installs, supports, monitors, tests, and troubleshoots desktop systems, peripherals and related software;
- Works with other Court Technology staff to ensure the desktop environment is consistent with established objectives and is compatible with existing applications and security requirements;
- Writes and/or maintains up-to-date documentation for desktop and audio-visual systems;
- Ensures that desktops adhere to standard installation procedures and configurations
- Analyzes and resolves desktop and audio-visual hardware, software, and communications problems using diagnostic software and/or technical troubleshooting processes;
- Monitor, test, troubleshoot courtroom & virtual court audio/video solutions;
- Performs any and all other related work as required.

KNOWLEDGE, ABILITY AND SKILLS:

Note: The knowledge, skills and abilities (KSAs) 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 the organization and functionality of the courts system
- Proficiency in Microsoft 365 and other various applications
- Knowledge of desktop environment
- Knowledge of software installation procedures
- Knowledge of desktop troubleshooting techniques
- Knowledge of distributed processing operations, procedures, and equipment
- Knowledge of presentation technology and basic audio-visual systems

- Knowledge of computers and software
- Knowledge of end user software packages including word processing, spreadsheets, graphics, communications, and calendaring
- Knowledge of video conferencing platforms such as Microsoft Teams, Zoom, Skype, etc.
- Ability to process information logically and solve problems efficiently;
- Ability to work flexible hours as needed;
- Ability to monitor and resolve problems with distributed computer systems components;
- Ability to consult with users to assess requests for the purpose of identifying and addressing user needs and/or issues in compliance with system requirements;
- Ability to communicate clearly and effectively both verbally and in writing;
- Ability to establish and maintain effective working relationships with others;
- Ability to work collaboratively in a team environment;
- Ability to plan, organize and coordinate work assignments.

PREFERENTIAL QUALITIES, ABILITIES AND SKILLS:

Preference will be given to candidates who possess the following qualities, abilities and skills:

- Knowledge of any state and/or county purchasing systems
- Excellent customer service skills
- A willingness to learn
- An energetic approach towards work

MINIMUM EDUCATION AND TECHNICAL QUALIFICATIONS:

- A high school diploma and one year of experience in desktop support, information technology (excluding data entry) electronics or engineering **or**
- Completion of a one-year program of study from a vocational/technical school in an area of Management Information Systems or similar computer related field and one year of experience in desktop support, information technology (excluding data entry) electronics or engineering

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.