



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

OFFICIAL JOB TITLE: Tech Operations Manager
SALARY: \$75,705.00/Annually
CLOSING DATE: Open until filled
WORK SCHEDULE: Monday through Friday
JOB LOCATION: Polk County Courthouse

GENERAL DESCRIPTION:

This position oversees the court's technical operations and support services, managing IT and AV infrastructure, technical teams, and customer-facing technical assistance. This role ensures operational continuity through strategic leadership, technical expertise, and efficient resolution of technology issues affecting judicial proceedings and internal operations.

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)

- Act as escalation point for critical technical issues affecting judges, court staff, and external stakeholders.
- Research and resolve end user questions and problems.
- Determine and assign work orders to appropriate technical staff for resolution.
- Track key metrics including ticket resolution rates, customer satisfaction scores, and system uptime percentages.
- Establish and monitor service level agreements (SLAs) for technical support responsiveness and resolution times.
- Perform analysis of logs to recommend operating changes or additional end user training.
- Implement workflows for incident, problem, and change management.
- Provide reports as needed.
- 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.
- Implement cybersecurity protocols meeting judicial standards.
- Assist in the development and maintenance of disaster recovery procedures.

- Provide clerical support as needed including scheduling, filing, and organizing technology resources and supplies.
- Maintain hardware/software inventory with lifecycle management and assist with yearly inventory audits.
- Attend various off-site training events and judicial technology conferences as required.
- Participate in rotating emergency support schedule for after-hours incidents.
- Regular visits to county facilities within the 10th Judicial Circuit.
- 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 Windows 11 enterprise environment.
- Knowledge of the Microsoft Office 365 suite and associated apps.
- Knowledge of Microsoft Intune for device deployment and management.
- 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.

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.
- Preference will be given to candidates that have experience with Microsoft Office Suite, O365, Intune, an enterprise level IT Helpdesk, and those that have the following certifications: ITIL, PMP, or CompTIA Network+.

We are an equal opportunity employer. We do not discriminate based on race, religion, gender, age, national origin or disability.

Interested applicants must complete a State of Florida Job application 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.