



Administrative Office of the Courts

JOB OPPORTUNITY BULLETIN

COUNTY-FUNDED POSITION

Posting Date: June 1, 2018

Priority Cut-off Date: June 15, 2018

POSITION TITLE: User Support Analyst (Help Desk)
MINIMUM SALARY: \$3,309.04/mo.*

DEPARTMENT: Ct Communications & Technology Svcs.
PAY GRADE: 101 **POSITION #** 000059

SUMMARY: Support the court's PCs, components, mobile devices, etc. by anticipating court and user needs and implementing related measures. Respond to calls for assistance via remote and in-person support, quickly identifying issues and deploying remedies. Prioritize work when faced with multiple assignments.

MINIMUM QUALIFICATIONS: Bachelor's degree in computer science, information technology or a closely related field. **Substitution:** Associate's degree and 2 years of related experience may substitute for the Bachelor's degree.

ESSENTIAL DUTIES: Enable or disable user accounts. Deploy and maintain laptops; install and maintain Virtual Machines.

Provide set-up and troubleshooting functions including remote and in-person user support, to include PCs and mobile devices. Replacement of computer hardware including entire PCs or PC hardware components. Perform troubleshooting escalations according to documented procedures. Create, update and log trouble tickets into Footprints.

Assign Virtual Machines to users.

Test software for in-house developed applications. Train users on in-house developed applications.

Establish new workstations and disable user rights and permissions for network access or application servers.

Collaborate with the Chief Technology Officer on the circuit's current and future technology project plans. Perform research and make recommendations for purchasing new technology, computer equipment and software, etc.

Special projects, as assigned.

KNOWLEDGE, SKILLS AND ABILITIES: Knowledge of distributed computer systems operations, terminology, procedures and equipment. Knowledge of and ability to install office automation software packages including word processing spreadsheets, graphics communications interface, local area network management and calendaring. Ability to interpret and analyze computer error messages. Ability to consult with users and assess and determine user needs and requirements. Ability to detect, diagnose, resolve and document data processing malfunctions. Ability to train individuals and groups. Ability to diagnose and debug computer programs. Ability to effectively communicate complex and technical data processing information. Skill at non-traditional problem solving and knowledge of court related processes. Ability to manage multiple projects concurrently. Knowledge of court supported and standard applications. Ability to work well with supervisors, judiciary, vendors, users and other county and state agencies. Ability to work well with individuals with differing levels of technical knowledge and abilities. Ability to test software capability, conduct analysis and make recommendations. Ability to stage, configure and install new hardware. Ability to provide post-support for hardware and software. Ability to create, install and support images. Knowledge of audio visual computer environments. Knowledge of electronic digital court reporting systems. Knowledge of mobile devices. Ability to use automated software installation and troubleshooting tools (such as MOM). Incumbent must be professional in all regards.

BENEFITS PACKAGE: Paid vacation, sick leave and holidays, comprehensive health insurance and life insurance with accidental death and dismemberment benefits, supplemental dental, vision, life, disability and hospitalization insurance, promotional opportunities, tuition-free college courses, 457 Tax Deferred Retirement Plan.

TO APPLY: Submit 1) cover letter, 2) resume, 3) current [State of Florida Application and Addendum](#) (located only at www.fljud13.org) in (1) PDF file via email to cprs@fljud13.org. **APPLICATION PACKETS MUST INCLUDE THE 3 REQUIREMENTS ABOVE TO BE SCREENED FOR POTENTIAL INTERVIEW.**

NOTICE: Please note that future vacancies in this same classification may be filled as a result of this recruitment. Applicants will be subject to a criminal background check. We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability. If you need accommodation to participate in the application/selection process, please call (813) 272-6330.

* The successful candidate will be hired at the minimum salary.