JOB OPPORTUNITY BULLETIN

USER SUPPORT ANALYST

Salary: $41,498.29 + Wakulla County Benefits Package
Closing Date: September 11, 2017
Position will be based at the Wakulla County Courthouse
Significant travel will be required, position supports technology in 5 counties throughout the 2nd Judicial Circuit. No overnight travel is anticipated.

Distinguishing Characteristics of Work:

This is complex and responsible work for technology support of desktop operating systems, applications software, local area networking, e-mail and video conferencing systems, for use by end-users. A user support analyst is responsible for analyzing and resolving computer hardware, software, and local area network problems using standard troubleshooting methods and diagnostics tools. The user support analyst responds to end-user support calls and technical emergencies. The user support analyst consults with users and performs assessments to determine user needs and systems requirements. Working relationships are established with court personnel including judges, law clerks, judicial assistants, court administration, attorneys and vendors.

Education and Training Guidelines:

Four year degree in computer science, MIS / Information Technology or a degree in, criminology, business, public administration or similar field with IT-related course work and/or experience. Related experience may substitute for education on a year for year basis.

Professional certification in IT may substitute for two years of the recommended college education.

Knowledge, Skills, and Abilities:

- Ability to support hardware and software on, Apple and Windows based computers and devices.
- Knowledge of and ability to install, maintain and support end-user software packages including word processing, spreadsheets, graphics, communications, local area network management and calendaring.
- Ability to support video teleconferencing hardware and software.
- Knowledge of the principles, practices, and techniques of providing desktop computer support and LAN administration.
- Ability to interpret and analyze computer error messages.
- Ability to consult with users and assess and determine user needs and systems requirements.
- Ability to detect, diagnosis, resolve, and document.
- Ability to effectively communicate complex and technical information.
- Ability to stand, sit or kneel for long periods of time.
- Ability to lift 50 lbs.

How to Apply:

Submit a current and complete Wakulla County application and verification of required education (i.e., copy of high school diploma, copy of college degree or college transcripts) to: Paula Watkins, Court Administration, 2nd Judicial Circuit, 301 S. Monroe St., Suite 225, Tallahassee, FL 32301.

Application can be found at http://www.mywakulla.com/employment_opportunities

Questions about the position, please contact Isaac Shuler - (850) 606-4444.