

JOB OPPORTUNITY BULLETIN

USER SUPPORT ANALYST

Salary: \$41,498

Closing Date: Open until filled

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, and escalates support issues to the support center when necessary. The user support analyst consults with users and performs assessments to determine user needs and systems requirements. The user support analyst is responsible for developing training programs and manuals and conducting individual and group training for system users. Working relationships are established with court personnel including judges, law clerks, judicial assistants, court administration, central support center technicians, attorneys and vendors.

Education and Training Guidelines:

Four year degree in computer science or MIS 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.

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 computer-based video teleconferencing.
- 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 provide software training to individuals and groups.
- Ability to effectively communicate complex and technical information.
- Ability to stand, sit or kneel for long periods of time.
- Ability to lift 50 lbs.

This position will require significant travel as it supports court locations in 5 counties in the 2nd Judicial Circuit, personal vehicle must be used, travel will be reimbursed monthly. Position will be based in the Wakulla County Courthouse. Working knowledge of Novell networks preferred.

How to Apply:

Submit a current and complete State of Florida application and verification of required education (i.e., copy of high school diploma, copy of college degree or college transcripts) to:

Court Administration
Suite 225 Attn Paula Watkins
301 S. Monroe St.
Tallahassee, FL 32301

Questions about the position, please contact Isaac Shuler – shuleri@leoncountyfl.gov.