

USER SUPPORT ANALYST
Salary: \$49,500 + Benefits Package
Closing Date: Open until filled

Benefits

- Florida Retirement System
- Health insurance
- Paid time off

Position Narrative (Overview)

We are looking for an experienced IT User Support Analyst to join our team. The ideal candidate will be responsible for resolving IT support requests as well as meeting customer satisfaction and continuous service improvement.

Location

This position will be headquartered in Crawfordville, Florida and will support users at our offices in Franklin County, Gadsden County, Jefferson County, Leon County, Liberty County, and Wakulla County.

What you'll be doing:

- Respond to end-user issues in-person, email, video conferencing, telephone, chat, or through tickets submitted to our helpdesk, this position requires driving to sites with personal vehicle, you will be reimbursed at the Wakulla County reimbursement rate
- Provide on-site and remote installation, configuration, maintenance, troubleshooting, and repair for hardware, software, and peripherals
- Monitor and submit tickets to the helpdesk ticket queue and handle tickets to ensure service requests and incidents are addressed and completed timely
- Analyze, troubleshoot, and repair a wide variety of computer problems related to hardware and software
- Provide technical guidance and training to end-users
- Deploy, manage, and support of computers, peripherals, and mobile devices
- Provide input and assist in testing and selection of future technologies and devices.
- Assist team with short/long-term projects as assigned
- Develop, and assist, with the maintenance of documentation of systems, services, and processes
- Participate in an on-call schedule.

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We're looking for someone who has:

- 5+ years of experience in IT support
- Advanced knowledge of hardware and software products, and problem solving/troubleshooting skills
- Basic networking skills
- Shown they are responsible, able to self-manage.
- Strong Microsoft 365, and Windows operating system skills
- Ability to function well in a team-based environment
- Ability to solve problems in stressful situations
- Excellent customer service skills
- Exceptional verbal & written communication skills
- Associate or bachelor's degree in Computer Science, Information Technology, System Administration, or a closely related field, or equivalent experience required
- Clean driving record and a reliable vehicle (milage will be reimbursed)
- Ability to lift 50lbs
- Ability to stand, sit, or kneel for long periods of time

Highly preferred candidates will also have:

- CompTIA's A+ Certification
- CompTIA's Security + Certification
- Microsoft Certified Desktop Support Technician
- Microsoft MCSA

Notes:

This position will require significant travel (no overnight) as it supports court locations in five (5) counties in the 2nd Judicial Circuit, and will be based in the Wakulla County Courthouse.

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 an accommodation to participate in the application/selection process, please call the contact person at the number indicated for each respective position. Persons using a TDD may call the contact person through the Florida Relay Service 1-800-955-8771.

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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
2nd Judicial Circuit
Office of Court Administration
301 S. Monroe St., Suite 225
Tallahassee, FL 32301
WatkinsP@LeonCountyFL.gov

Application can be found at <https://www.mywakulla.com/>

Questions about the position, please contact Isaac Shuler - (850) 606-4467.