

IT Technical Support Specialist II

What You'll Do

As an IT Technical Support Specialist II, you will play a key role in providing essential technical support to the judges and staff of the 2nd Judicial Circuit by ensuring reliable technology for court proceedings and office work. You will also assist those users with device connectivity and instructional technology access.

As part of the information technology team, you will maintain and support courtroom and office technology, and presentation systems to create seamless experiences. You will work to streamline procedures, provide technical training for other team members, and collaborate on technology solutions and security initiatives to enhance efficiency and protect digital resources.

The scheduled work hours are Monday through Friday, 8:00 AM to 5:00 PM. The headquarters are at the Leon County Courthouse, with occasional day trips to courthouses in Franklin, Gadsden, Jefferson, Liberty, and Wakulla counties. Some after-hours duty may be required, but this is not normally the case.

Day-to-day, you'll be responsible for:

Technical Support & Systems Maintenance

- Provide tier-two technical support via phone, email, remote software, and in-person for all IT services, including computers, printers, scanners, audiovisual systems, and other instructional technology.
- Install, configure, and maintain hardware, software, and networked IT systems to optimize performance and reliability.
- Troubleshoot Windows devices, along with applications and peripherals.
- Diagnose and resolve issues related to network connectivity, system performance, and security vulnerabilities.
- Document issues and resolutions in a ticketing system.
- Coordinate service or replacement of defective products from vendors and manufacturers.
- Follow up with users to ensure that their issues are resolved to their satisfaction.

Technology Consultation & Research

- Analyze user requirements and recommend hardware/software solutions to improve efficiency and meet circuit goals.
- Research and evaluate emerging technologies to assess their potential impact on court functions.
- Provide technical consultation to judges, staff, and other stakeholders regarding the use of IT resources.
- Stay up-to-date with industry trends and best practices.

- Maintain a high level of technical knowledge about hardware, software, and network technologies.

Training & Knowledge Sharing

- Develop and deliver training sessions on new technologies, troubleshooting techniques, and other areas of technical expertise.
- Maintain technical documentation, including troubleshooting guides, user manuals, and standard operating procedures.

Security & Compliance

- Collaborate with IT security teams to implement and enforce cybersecurity best practices for endpoint devices and user systems.
- Monitor and respond to security alerts related to malware, phishing, and unauthorized access.

Minimum requirements

- Must be a dependable, self-motivated person who works well alone and as a group.
- Has verifiable experience installing and configuring new hardware, software, and peripherals.
- Valid driver's license and a reliable vehicle, and practice responsible driving practices.
- While not an everyday occurrence, candidates must be able to lift a case of paper or battery backup which is about 50 lbs.
- At times this job may require standing for long periods of time, conversely it may require sitting for long periods of time. There are also times when crawling, bending, stooping will be required (for example running cabling under desks or in server racks).

Who We're Looking For

We're seeking a candidate who brings technical expertise and a passion for computers and technology. Our ideal candidate has:

- Exceptional customer service skills.
- High school diploma (or equivalent) plus five (5) years of experience in IT support, system administration, or instructional technology
- OR an equivalent combination of education and experience.
- Strong technical skills.
- Project management skills.
- Ability time manage yourself and prioritize projects based on Court needs.
- No two days will be the same, so the ideal candidate is someone who can adapt to new opportunities and challenges.

Technical Skills:

- Proficiency in troubleshooting Windows 10 and Windows 11 operating systems.
- Experience troubleshooting audiovisual systems like sound systems, projectors, document cameras, etc.
- Experience troubleshooting hardware, software, and networked environments.
- Ability to evaluate and recommend new technologies, applications, and devices.

Why You'll Love Working Here

As part of our Court community, you'll enjoy:

- A culture that champions continuous improvement.
- A supportive team that encourages collaboration, creativity, and innovation.

What We Offer

We offer more than just a competitive salary of \$50,745 annually. When you join the team at the Second Judicial Circuit, you'll also enjoy:

- Leon County Benefits package, including retirement through the Florida Retirement System.
- Opportunities for professional development.
- A family-friendly leave policy, which includes thirteen paid holidays.
- Many different optional insurance programs.

A Little About Us

The 2nd Judicial Circuit of Florida serves Franklin, Gadsden, Jefferson, Leon, Liberty, and Wakulla counties, with sixteen circuit judges and ten county court judges totaling about 150 users and 300 network attached devices. This is one of several positions tasked with providing support to all of our wonderful users.

HOW TO APPLY

Submit a completed State of Florida Application to: WatkinsP@LeonCountyFL.gov with subject line of "IT Technical Support Specialist II"

A copy of the application can be found here

https://2ndcircuit.leoncountyfl.gov/Careers/Employment_Application2.pdf