

User Support Analyst II

The Second Judicial Circuit of Florida is happy to announce a vacancy in their Information Technology department for a Senior Support Analyst.

We're looking for someone who shares our passion for an efficient, modernized legal system by providing excellent technical support to enhance existing systems while helping to develop the court system of the future.

What You'll Do

As a User Support Analyst 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 proceeding 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 Wakulla County Courthouse, with day trips to courthouses in Franklin, Gadsden, Jefferson, Leon, and Liberty 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 drivers 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 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 \$50,745.00 annually. When you join the team at the Second Judicial Circuit, you'll also enjoy:

- Wakulla 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 no later than 5:00 p.m., Friday, September 18, 2026 to:

WatkinsP@leoncountyfl.gov

Or mail a hardcopy to (must be received by September 18, 2026, at 5:00 p.m.)

Office of Court Administration
Attn: Paula Watkins
Leon County Courthouse
301 South Monroe Street, Room 225
Tallahassee, FL 32301

Application can be found at Leon County Website

<https://2ndcircuit.leoncountyfl.gov/Careers/StateOfFloridaApplication.pdf>

If you have questions about this position, please contact the Isaac Shuler, CTO for the 2nd Judicial Circuit at (850) 606-4467.