



Doug Chorvat, Jr.

Clerk of Circuit Court & Comptroller - Hernando County
20 N. Main Street, Brooksville, FL 34601 - (352) 754-4201

Job Number: 2023-06

Posting Date: 5/19/23

Closing Date: open until filled

JOB POSTING

IT Support Representative
Information Technology Department
Salary Range: \$15.53 - \$20.14 per hour
(Starting salary depends on qualifications)

Complete on-line application via Hernando County Clerk of Circuit Court website, www.hernandoclerk.com, by selecting About Us, Human Resources, Job Applicant Center. If you have any questions or require assistance, please call (352) 540-6233 or email hr@hernandoclerk.org Monday – Friday, from 8:00 a.m. – 5:00 p.m.

The Hernando County Clerk of Circuit Court is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the Clerk will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Employment preference is given to applicants who do not use a tobacco product(s)

JOB SUMMARY:

Provide general administrative support for the Information Technology Department.

ESSENTIAL JOB FUNCTIONS:

1. Ensure prompt service in facilitating or coordinating efforts on behalf of the Information Technology management team.
2. Compose routine correspondence to internal and external recipients on behalf of the Information Technology management team.
3. Maintain appointment calendars and schedule appointments for IT management.
4. Receive and screen calls and refer calls to other employees.
5. Create and triage incoming tickets.
6. Open and process mail.
7. Reset voicemail pins and network passwords.
8. Assist in developing cohesive branding for Information Technology.
9. Take notes and minutes of meetings and conferences, as needed.

10. Maintain office supplies and create requests for supplies.
11. Perform special projects of varying complexities as assigned by the Director of Information Technology.
12. Regular attendance and punctuality.

OTHER JOB DUTIES:

Perform other duties as assigned.

JOB STANDARDS:

Education:

High School Diploma or equivalent.

Experience:

One year of experience in a customer service setting; experience working with Microsoft Outlook calendars/scheduling. Experience in a related field preferred.

Licenses/Certificates:

N/A

EQUIPMENT USED:

Personal computer, copier/facsimile, telephone.

ESSENTIAL SKILLS AND QUALIFICATIONS:

- Service-oriented mentality with ability to provide excellent customer service
- Ability to communicate effectively and professionally orally and in writing
- Proficiency with MS outlook calendars and scheduling
- Familiarity with Canva software platform
- Experience required with Windows desktop operating systems
- Experience required with Microsoft Office Application Suite (Excel/Word/PowerPoint/Outlook)
- Ability to effectively manage, organize and prioritize work in a fast-paced environment
- Skill in interacting with the public, co-workers and intra-county office personnel in a professional manner, both in person and on the telephone

ESSENTIAL PHYSICAL SKILLS:

Constant:

Acceptable eyesight (with or without correction), acceptable hearing (with or without correction), ability to access, input and retrieve information from a personal computer, ability to sit for long periods of time.

Frequent:

Ability to communicate orally in order to answer questions from customers/the public, both in person and over the telephone.

WORKING CONDITIONS:

Office environment with constant personal interactions.

Reasonable accommodation will be made for otherwise qualified individuals with a disability.