



Don Barbee, Jr.

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

Job Number 2015-05

Posted: 9/15/15

Closes: 9/22/15

JOB DESCRIPTION

JOB TITLE:	IT TECHNICIAN I	PAY GRADE:	120
DEPARTMENT:	INFORMATION TECHNOLOGY	SALARY RANGE:	\$22,000.00 - \$30,800
SUPERVISOR:	SYSTEMS/NETWORK ADMINISTRATOR	REVISED:	SEPTEMBER 2015
NON-EXEMPT			

JOB SUMMARY:

Assist end-users with identifying and resolving technology-related issues. Provide technical assistance and/or training to other staff. Assist in the deployment of new hardware and software.

ESSENTIAL JOB DUTIES:

1. Analyze and resolve hardware, software, and communications problems using diagnostic software and/or technical troubleshooting processes.
2. Assist in proper allocation of IT resources by screening helpdesk requests and maintenance of related software.
3. Establish and maintain positive working relationships with staff, vendors and outside agencies.
4. Assist IT staff in related projects as necessary.
5. Identify and provide solutions that can improve efficiency of business processes.
6. Install/implement computer system hardware, software, and communications components.
7. Assist in setting up new employee work areas and in relocation requests.
8. Update assigned work orders in an efficient manner within the helpdesk software.
9. Assist in maintaining adequate technology-related inventory.
10. Keep IT related equipment and work areas in a clean, organized fashion.
11. Regular attendance and punctuality.

OTHER JOB DUTIES:

Perform other duties as assigned.

Education and Experience Requirements:

- High School Diploma or equivalent
- Minimum of one year experience in a technology-related field is preferred.

EQUIPMENT USED:

Various computer equipment.

ESSENTIAL SKILLS & QUALIFICATIONS:

- Must possess good verbal and written communication skills.
- Strong customer service skills.
- Skill in use of a variety of technological equipment.
- Ability to work both independently and in a team environment, in a high pressure environment with changing priorities.
- Ability to process information logically. Strong analytical and problem-solving skills.
- Ability to identify and define user task needs.
- Ability to plan, organize and coordinate work assignments.

ESSENTIAL PHYSICAL SKILLS:

Constant:

Acceptable eyesight (with or without correction), acceptable hearing (with or without correction), ability to access, input and retrieve information from computer. Must have full use of both arms, hands and fingers for equipment installations and upgrades. Must be able to climb ladders when necessary to assist staff.

Frequent:

Ability to access file cabinets for filing and retrieval of data, ability to sit at a desk and view display screen for extended periods of time, ability to communicate orally in order to answer the telephone. Ability to lift up to 45 lbs.

WORKING CONDITIONS:

Constant: Office environment. Work closely with others.

Frequent: Flexible hours as required.

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

The Clerk of Circuit Court is an Equal Opportunity Employer.

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

Complete on-line application via Hernando County Clerk of Circuit Court website, www.hernandoclerk.com, by selecting Administrative Services, Human Resources, Job Applicant Center. If you have any questions or require assistance, please call 352-540-6208, Mon – Fri, 8:00 a.m. – 5:00 p.m.