



Doug Chorvat, Jr.

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

Job Number: 2024-02

Posting Date: 05/15/24

Closing Date: 05/31/24

JOB POSTING

Service Desk Support Analyst

Information Technology

Salary Range: \$21.61 - \$28.63 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.

Note: If minimum typing speed is required under the “Essential Skills and Qualifications” section, you must provide this information in order to be considered for the position. You may take a typing test at no cost by going to www.typingtest.com. Please attach the results to your on-line application.

Pursuant to Chapter 295, Florida Statutes, candidates eligible for Veterans’ Preference will receive preference in employment for vacancies and are encouraged to apply. Certain service members may be eligible to receive waivers for postsecondary educational requirements. Candidates claiming Veterans’ Preference must attach supporting documentation with each submission that includes character of service (for example, DD Form 214) along with any other documentation as required by Rule 55A-7, Florida Administrative Code.

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. Applicants wishing to request an accommodation should contact the Human Resources Department by email at hr@hernandoclerk.org or by phone at (352) 540-6233.

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

JOB SUMMARY:

Responsible for providing technical support on all PC, network and telecommunications systems, requiring technical expertise across multiple skills sets to address and resolve customer issues in an acceptable timeframe.

ESSENTIAL JOB FUNCTIONS:

1. Provide moderate technical support to customers needing assistance with software, hardware, and other IT related service/support requests.
2. Triage tickets from various communications channels (e.g., via phone, e-mail, instant message, and in person) to ensure service desk operates efficiently.

3. Ensure tickets assigned are worked promptly, meeting or exceeding defined SLA requirements. Responsible for assessing service requests, adjusting ticket priority and categorization accordingly. Ensure tickets are properly documented and logged.
4. Responsible to research, investigate, and provide solutions, or work-around to end user. Escalate issues as needed.
5. Assist in maintaining inventory of all equipment, software and software licenses.
6. Make recommendations for desktop hardware and software upgrades.
7. Ensure standardization and compatibility of desktop technologies office-wide.
8. Assist as needed in the creation and maintenance of standard operating procedures and customer service guidelines relating to the service desk.
9. May assist in administration, maintenance, and installation of technology infrastructure components.
10. Provide general training in the use of various software packages.
11. Perform a variety of tasks and assist with special projects as assigned.
12. Regular attendance and punctuality.

OTHER JOB DUTIES:

Perform other duties as assigned.

JOB STANDARDS:

Education:

High School Diploma or equivalent.

Experience:

Two years of experience in related field preferred.

Licenses/Certificates:

Valid Florida Driver License.

EQUIPMENT USED:

Personal computer, copier, phone and various other technology equipment.

ESSENTIAL SKILLS & QUALIFICATIONS:

- Ability to communicate effectively and professionally both orally and in writing.
- Service-oriented mentality, providing excellent customer service.
- Strong analytical and decision-making skills.
- Basic technical skills in support of Windows operating systems.
- Basic technical skills in troubleshooting OS, network and application issues.

- Knowledge of Microsoft operating systems.
- Develops effective relationships with users and other technology team members to enhance the timeliness and effectiveness of technology solutions.

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 the public, both in person and over the telephone. Ability to lift up to 50 lbs. Ability to stand for long periods of time. Ability to push/pull loaded cart weighing up to 100 lbs. throughout government complex as part of equipment installation. Ability to climb ladders for equipment installation. Ability to repeatedly bend, stretch, stoop and/or squat.

WORKING CONDITIONS:

Office environment.

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