



Doug Chorvat, Jr.

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

Job Number: 2022-18
Posting Date: 10/24/2022
Closing Date: 11/6/2022

JOB POSTING

Service Desk Support Analyst
Information Technology Department
Salary Range: \$17.29 - \$24.21 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, Mon – Fri, 8:00 a.m. – 5:00 p.m.

The Clerk of Circuit Court is an Equal Opportunity Employer.

****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 assists 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.
- Develop 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 and end users, 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.