



Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Computer Specialist

Job Specifications			
Classification:	Non-Exempt	Department:	Information Systems
Supervisor:	IT Director	Location:	Crestview
Salary Range:	\$16.85 - \$23.21/hr	Schedule:	Monday - Friday 8am - 5pm
Revision Date:	September 20, 2020	Revised By:	Mike McKillips

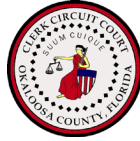
Job Summary:

Under direction of the IS Director, this position provides desktop support for computer hardware and software issues for the entire Clerk organization. Work requires knowledge of computer hardware, software applications, printing, scanning, basic networking and mobile devices. Position responds to user/customer requests and ensures timely resolution to all assigned Help Desk tickets. This position operates in an office setting Monday through Friday; however occasional evening, holiday and weekend hours are required for critical system support and for technical emergencies. Non-exempt positions will be compensated for any hours worked over 40, in compliance with our overtime compensatory time policies and the Fair Labor Standards Act (FLSA). Travel between work sites required.

Essential Job Functions:

The list of essential functions as outlined herein is intended to be representative of the tasks performed within this classification. The omission of an essential function does not preclude management from assigning duties listed herein if such functions are a logical assignment to the position.

- Provides front-line support for all users of the Clerk's network via Clerk's Help Desk software, email, in-person and telephone.
- Installs hardware and peripheral components such as computers, monitors, keyboards, printers and any other user needed desktop devices.
- Ensures the appropriate software applications and updates are installed on user's computer systems.
- Assists in the customization and adaptation of existing programs and peripherals to meet users' requirements.
- Provides updates, status and completion information to managers and/or users via email or in-person communication.



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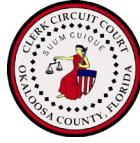
- Escalates major hardware/software application problems to appropriate IT personnel.
- Assists IT Director in ensuring and monitoring all users CJIS compliance.
- Assists with the administration of users in the CCIS system.
- Assists in research and recommendation of computer accessories and supplies for the IT department.
- Maintains established organizational/departmental productivity standards.
- Complies with all personnel policies and procedures.
- Performs other duties as assigned.

Minimum Required Qualifications:

- Associates degree in Information Technology or related field supplemented by three (3) years of recent and relevant experience; or an equivalent combination of education, training and experience.
- Ability to communicate effectively in both oral and written form and possess the ability to follow complex oral and written instructions.
- Ability to establish and maintain an effective working relationship with co-workers, general public, vendors, governmental agencies, attorneys and judicial staff.
- Ability to work with confidential and/or sensitive data, interpret and comply with state and federal guidelines as well as legal advice restrictions for the Clerk & Comptroller's office.
- Moderate knowledge of computer systems and programming concepts.
- Moderate knowledge of application systems from user, operations, control, and programming standpoints.
- Moderate knowledge of Clerk of Court functions.
- Ability to establish, maintain, and prepare records and reports in a timely manner.
- Ability to understand and carry out complex oral and written instructions.
- Ability to work in a fast paced, automated environment with many interruptions.
- Ability to communicate clearly and effectively.
- Ability to make effective presentations.
- Possess a valid driver license.

ADA Compliance:

The Okaloosa County Clerk of Courts is an Equal Opportunity Employer. ADA requires the Clerk of the Court to provide reasonable accommodations to qualified individuals with disabilities. Prospective and current employees are invited to discuss accommodations.



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Employee Acknowledgement:

I have read this job description and I fully understand all my job duties and responsibilities as outlined, with or without reasonable accommodation. I understand that my job duties and responsibilities may change on a temporary or regular basis according to the needs of my location or department and if so, I will be required to perform such additional duties and responsibilities. If I have any questions about job duties not specified on this description that I am asked to perform, I should discuss them with my immediate supervisor or a member of the HR staff.