



Clerk of Circuit Court & Comptroller Okaloosa County

Job Description Systems Support Specialist

Job Specifications			
Classification:	Exempt	Department:	IT
Supervisor:	IT Director	Location:	Fort Walton Beach / Crestview
Salary Range:	E-10	Schedule:	Monday - Friday 8am - 5pm
Revision Date:	October 16, 2023	Revised By:	Chelsea Law

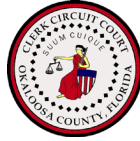
General Description of the Position:

Under the direction of the IT 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.

- Diagnoses PC and network problems and takes appropriate action based on findings.
- Consults with Clerk personnel on information technology needs and provides appropriate solutions to meet the stated goals and objectives.
- Provides primary technical support for Clerk personnel in the use of local resources and first-level support for networked resources.
- Assists in the management of the Clerk's networks utilizing industry standards and best practices and in accordance with stated policies and procedures.
- Installs, configures, and maintains all computers (including laptops and tablets).
- Sets up new computers with optional equipment and network connections according to Clerk policies and procedures.
- Maintains Clerk network user accounts according to stated policies and procedures.
- Participates with the IT Manager and other IT personnel in the development of the Information Systems budget.

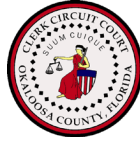


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- Manages and maintains user and group permission to access the Clerk's networks according to stated policies and procedures.
- Orients and trains new Clerk personnel on technology policies and procedures.
- Performs preventative maintenance of PC equipment.
- Installs and tests new and/or updated PC software/hardware.
- Advises and assists other Clerk personnel as necessary to maintain end-user service.
- Attends meetings, conferences and workshops as requested and authorized.
- Performs additional related work as required.

Minimum Required Qualifications:

- Associates degree in Information Technology or related field supplemented by three (3) years of recent and relevant experience. Will substitute 2 years of relevant experience in lieu of degree.
- Thorough technical knowledge of the operations and maintenance of computers, preferably in a networked environment.
- Thorough technical knowledge of current Clerk computer operating systems.
- Thorough knowledge of industry-standard computer software and hardware technologies.
- Thorough knowledge of industry-standard business applications, such as Microsoft Office.
- Working knowledge of new and emerging information system technologies.
- Working knowledge of public sector information system policies, practices, and procedures, such as HIPAA, FIPS140-2 and CJIS.
- Knowledge of Clerk departmental functions, procedures, policies and organization.
- Good knowledge of accounting and mathematical equations for end-user application assistance as well as budget development.
- Skilled in listening and understanding the information system needs of Clerk departments and employees.
- Exceptional interpersonal communication skills.
- Ability to effectively communicate verbally and in writing, technical information to both a technical and non-technical audience.
- Ability to teach and encourage others to learn and adopt new practices and procedures to effectively accomplish work objectives.
- Ability to assist in the installation, configuration, and maintenance of computers and networks.
- Ability to use logical and creative thought processes to develop solutions based on written specifications and/or oral instructions as well as abstract ideas.
- Ability to quickly learn and adapt to new technology as it relates to the ever-changing business requirements of the Clerk and its citizens.
- Ability to maintain strict confidentiality of Clerk business and information.
- Possess a valid driver license.



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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.

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.