



## Seminole County Sheriff's Office

### TECHNOLOGY SUPPORT ANALYST

Class Spec Code: 1060

Established Date: 10/15/2020

Last Revised Date: 01/10/2022

Effective: 01/10/2022

#### Salary Range

\$17.96 - \$28.77 Hourly

#### Bargaining Unit

N/A

#### EEO

EEO4-Technicians

#### Occupational Group

N/A

#### FLSA

Non-Exempt

#### Benefit Code

FT BENEFITS

#### Physical Class

DTME

#### Classified Service

Yes

#### General Description

Technical work in the support of personal computers, peripheral equipment, and software applications for the Sheriff's Office.

#### Typical Duties

**Note: Listed functions, duties, responsibilities and skills is not intended to be all-inclusive and the employer reserves the right to assign additional responsibilities as deemed necessary for the operational efficiency of the Sheriff's Office.**

Prepares new PCs, laptops, mobile laptops, printers, and other peripherals for network installation. Configures hardware installations and upgrades. Troubleshoots hardware and network connectivity problems as requested by users. Performs hardware or software maintenance at remote sites of the Sheriff's Office.

Installs, configures, and upgrades applications software. Troubleshoots application problems as requested by users.

Designs, writes, tests, maintains, and deploys client configuration scripts.

Provides help desk service to users as assigned. May provides informal training to users on applications and hardware use.

Provides input, suggestions, and recommendations for improved efficiency and performance in assigned work area.

Performs other duties as required or as may be necessary for the efficient and effective performance of the position.

#### Minimum Qualifications

- Associate's Degree in related technology field and 2 years work experience providing client services technical support or 4 years equivalent work experience.
- Technical training and/or certifications in related field. Microsoft, CompTIA, ITIL.
- Must possess and maintain a valid Florida Driver's License and acceptable driving record.

#### Knowledge, Skills, Abilities & Other

Regular and prompt attendance is mandatory in the performance of an employee's duties for this position, to include scheduled work hours, and required training activities, calls for mandatory overtime needs and calls for service during times of an emergency.

Knowledge of computer operations, data communications and concepts. Knowledge of hardware installations and configurations. Extensive knowledge of a variety of PC application software.

Ability to coordinate and operate hardware and software. Ability to develop and maintain effective working relationship with end users. Ability to working independently with little supervision and to work in a team environment. Ability to organize and prioritize work. Ability to set up and maintain databases.

**WORKING CONDITIONS**

The work environment for this position varies. The position performs duties in an extending standing or walking position, and may be required to bend, stoop, and reach overhead frequently. This position generally works during normal business hours but is assigned to on-call status. The position may be required to lift up to 25 lbs. unassisted.

**PHYSICAL ATTRIBUTES REQUIREMENTS**

**Mobility**-Mostly sedentary work but some standing and walking; constant use of a computer;

**Lifting**-Able to lift 25 pounds;

**Visual**-Constant overall vision; constant eye-hand coordination; frequent reading/close-up work;

**Dexterity**-Frequent repetitive motion and reaching;

**Emotional/Psychological**- Frequent public contact; decision-making and concentration;

**Special Requirements**- Ability to behave respectably and with utmost integrity even when off duty. May be required to respond for any critical incident, manmade or natural. Some assignments may require working weekends, nights, and/or occasional overtime.