



Seminole County Sheriff's Office

TECHNOLOGY SUPPORT TECHNICIAN

Class Spec Code: 1060

Established Date: 10/15/2020

Last Revised Date: 05/25/2022

Effective: 11/18/2022

Salary Range

\$19.97 - \$29.96 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 two (2) years work experience providing client services technical support or four (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

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 work 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