



Administrative Office of the Courts

JOB OPPORTUNITY BULLETIN

COUNTY-FUNDED POSITION

Posting Date: July 18, 2024

Closing Date: July 29, 2024

POSITION TITLE: Senior User Support Analyst
ANNUAL SALARY: \$46,275.12
FLSA STATUS: Excluded

DEPARTMENT: Court Communications & Technology Services
PAY GRADE: 43 **POSITION #** 000047

SUMMARY: The essential function of the position within the organization is to support and assist end users with court-related software; maintain, troubleshoot, and provide assistance with printers and copiers; and oversee Court Business Center operations, processes and procedures.

MINIMUM QUALIFICATIONS:

- **EXPERIENCE:** Two years related work experience is required.
- **EDUCATION:** Bachelor's degree in computer science, information technology or a closely related field.

ESSENTIAL DUTIES:

- Recommend hardware and software products. Participate in the selection of user training. Fulfill, copy, scan, and print orders for official court business, as well as the general public. Provide weekly pickup and delivery of related work.
- Supervise contractors. Organize, assign and evaluate work performed.
- Provide information to customers purchasing family law forms and packets.
- Setup, deploy and install printers. Troubleshoot and resolve printer and copier issues. Contact appropriate vendor to schedule advanced printer and copier repairs and maintenance. Research technical solutions provided by vendors to maintain equipment and provide effective service.
- Monitor toner and add/update new printers via print management server. Troubleshoot printer configurations over the network using tools for remote connectivity.
- Provide administrative and support functions for court-specific software.
- Schedule audiovisual equipment rentals.
- Collect fees for services rendered. Prepare weekly & monthly deposits, monthly billing, and special ad hoc reports. Reconcile cash register daily.
- Perform administrative tasks including responding to email requests/updating support tickets within the tracking system; faxing, photocopying, and maintaining inventory of printer related items. Keep maintenance records for copy and printer equipment.
- Create and update documentation on Court Business Center processes and procedures. Gather information/data to support periodic and special technical reports; document jobs and projects completed by the Court Business Center.

KNOWLEDGE, SKILLS AND ABILITIES:

- Possess strong customer service skills.
- Working knowledge of computer equipment and operations.
- Basic understanding of TCP/IP networking.
- Understand printing processes and able to troubleshoot print devices.
- Working knowledge of Microsoft Office suite (Outlook, Word, Excel & PowerPoint).
- Ability and willingness to perform work under demanding conditions.
- Able to communicate effectively, use good judgement and work effectively with others.
- Prioritize tasks and work independently.
- Perform statistical and computational tasks, analyze data and generate reports.
- Incumbent must be professional in all regards.

BENEFITS PACKAGE: Paid time off and holidays, comprehensive health insurance and life insurance with accidental death and dismemberment benefits, supplemental dental, vision, life, disability and hospitalization insurance, promotional opportunities, Florida Retirement System (FRS) eligibility, 457 Tax Deferred Retirement Plan. Parking subsidy may apply.

TO APPLY: Submit 1) cover letter, 2) resume, 3) current [State of Florida Application and Addendum](#) (located only at www.fljud13.org) in (1) PDF file via email to recruiting@fljud13.org. **APPLICATION PACKETS MUST INCLUDE THE 3 REQUIREMENTS ABOVE TO BE SCREENED FOR POTENTIAL INTERVIEW.**

NOTICE: Please note that future vacancies in this same classification may be filled as a result of this recruitment. Applicants will be subject to a criminal background check. We are an Equal Opportunity Employer. We do not discriminate on the basis of race, religion, color, sex, age, national origin or disability. Requests for ADA accommodation to participate in the application/selection process should be directed to (813) 272-6330.