

**OFFICE OF THE CLERK OF CIRCUIT COURT
LAKE COUNTY, FLORIDA
POSITION DESCRIPTION**

JOB TITLE: User Support Analyst

SALARY RANGE: \$40,794-\$75,816

JOB SUMMARY:

Under the direction of the Systems Manager, Application Development and Support, performs a variety of duties relating to advanced application support and problem management. This position works extensively on problem management and issue resolution while performing advanced service desk functions. This position is classified as non-exempt from the overtime provisions of the Fair Labor Standards Act.

ESSENTIAL DUTIES:

- Serves as technical project manager as assigned. Leads others as assigned to assist, coordinates the execution of tasks according to plan, and conducts meetings as needed.
- Performs advanced support for Service Desk functions including receiving, documenting, processing, and following user requests to completion.
- Provides advanced desktop application and computer support for problem management resolution. Evaluates problems and provides workarounds while determining problem resolution.
- Updates website content under the direction of the Systems Manager.
- Evaluates new technologies and applications for implementation and prepares subsequent recommendations for evaluation by Systems Manager.
- Maintains desktop and virtual computers, laptops, mobile devices, and peripherals.
- Performs initial basic troubleshooting steps for network connectivity and enterprise applications.
- Trains users to work with new computer hardware or software and holds training sessions as needed.
- Assists with software and hardware license compliance.
- Assists with and maintains detailed documentation of workflows, procedures, software, and hardware.
- Performs application development activities at the direction of the Systems Manager.
- Assists with ensuring data and network security.
- Completes special projects as assigned.
- Performs other duties of a similar nature/level.

MINIMUM QUALIFICATIONS:

- Bachelor's degree in Computer Science or a related field from an accredited college or university.

- Two years of related experience.
- Valid driver's license.

An equivalent combination of education and experience sufficient to successfully perform the essential duties of the job such as those listed above may be substituted.

KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:

- Knowledge of Information Technology Infrastructure Library (ITIL) framework.
- Knowledge of CompTIA A+ certification and practices.
- Knowledge of Service Desk ticketing systems.
- Knowledge of data security practices.
- Knowledge of programming languages such as Visual Basic and Shell scripting.
- Skill in Microsoft operating systems.
- Skill in Microsoft applications such as Office, SharePoint, Outlook, and SCCM.
- Skill in troubleshooting and maintaining computer hardware and peripherals such as printers, scanners, cashing systems, barcode scanners, and UPS equipment.
- Skill in training methods, techniques, and presentations.
- Skill in organizing and prioritizing work.
- Skill in troubleshooting and resolving advanced technical issues and problems.
- Skill in the operation of computer software and hardware sufficient to enter, retrieve, and manipulate data.
- Ability to analyze data, formulate recommendations, and prepare reports.
- Ability to use critical thinking in problem-solving.
- Ability to fluently read, interpret, speak, write, and understand the English Language.
- Ability to interact professionally and maintain effective working relationships with superiors, co-workers, customers, and others.

PHYSICAL ACTIVITIES:

- Climbing, Stooping, Kneeling, Crouching, Crawling, Reaching, Standing, Walking, Pushing, Pulling, Lifting, Fingering, Grasping, Talking, Hearing, Repetitive motions.

PHYSICAL REQUIREMENTS:

- Heavy work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently, and/or up to 20 pounds of force constantly to move objects. Physical demand requirements are in excess of those for Medium Work.

VISUAL ACUITY:

- The worker is required to have close visual acuity to perform an activity at distances close to the eyes, such as: preparing and analyzing data and figures; transcribing; viewing a computer terminal; extensive reading; using measurement devices; and/or assembly of parts.
- The worker is required to have visual acuity to operate motor vehicles (when required).

- The worker is required to have visual acuity to determine the accuracy, neatness, and thoroughness of the work assigned.

This position description in no way states or implies that these are the only duties to be performed by the employee(s) incumbent in this position. Employee(s) will be required to follow any other job-related instructions and to perform any other job-related duties requested by any person authorized to give instructions or assignments.

This position description has excluded the marginal functions of the position that are incidental to the performance of essential job duties. All duties and responsibilities are essential job functions. Requirements are subject to possible modification to reasonably accommodate individuals with disabilities. To perform this job successfully, the employee will possess the skills, aptitudes, and abilities to perform each duty proficiently. Some requirements may exclude individuals who pose a direct threat or significant risk to the health or safety of themselves or others. The requirements listed in this document are the minimum levels of knowledge, skills, and abilities.

This document does not create an employment contract, implied or otherwise, other than an “at will” relationship.