



**CITRUS COUNTY BOARD OF COUNTY COMMISSIONERS  
invites applications for the position of:**

**User Support Analyst-Fifth Judicial  
Circuit Courts**

**SALARY:** \$40,385.80 Annually

**OPENING DATE:** 05/10/21

**CLOSING DATE:** Continuous

**GENERAL DESCRIPTION:**

This is complex and responsible technical work in planning, designing, implementing, coordinating, evaluating, and enhancing the Fifth Judicial Circuit's distributed computer system network, including operating systems, applications software, local area networking, communications components and audio/visual systems, for use by end-users.

The primary location for this position is at the Citrus County Courthouse in Inverness, Florida.

This is a Full-time position and the primary work schedule for this position is Monday to Friday; 8:00 am to 5:00 pm.; 40 hours per week.

**Salary Disclosure:**

**Pay Rate Disclosure:** The pay rate for this position is \$40,385.80 annually (Exempt) plus benefit and retirement options

Pay Grade: 203

**Check out our Summary of Benefits at the bottom of this posting:**

- **You can accrue up to 168 hours of time off with vacation leave and paid holidays in your first year.** As well as earning up to 96 hours of sick leave.
- **All Benefit Eligible employees can receive:**
  - **FREE** Basic Medical Insurance- Tobacco Free employees
  - **FREE** Dental Insurance, \$20,000 of Basic Term Life and AD&D, Long Term Disability and much more!
  - **Retirement / Pension Plan-** As of 7/01/2020 an increase was approved in the retirement rates in accordance with legislation adopted by the State of Florida. All FRS members (except those in DROP) contribute 3% on a pre-tax basis into the retirement system. The retirement rates contributed by the Employer has increased for Regular Employees from 8.47% to 10% of annual gross salary. For example, an employee with a gross annual salary of \$25,000: Employee contributes \$750 and Employer \$2,500 towards your future retirement benefit.
    - The Pension Plan pays a set lifetime monthly retirement benefit. You can be eligible for a monthly Pension at retirement age after 8 years of service (visit myFRS.com for more details).

## **ESSENTIAL FUNCTIONS:**

- Consults users and performs assessments to determine user needs and systems requirements.
- Responsible for developing training programs and manuals and conducting individual and group training for system users.
- Responsible for analyzing and resolving computer hardware, software, and network communication problems using diagnostic software and technical trouble-shooting processes.
- May serve at the Court Information Technology Department help desk, responds to calls. Working relationships are established with court personnel.
- Travel within the Fifth Circuit is required.
- Performs related duties as required by the Court Technology Officer.

## **MINIMUM REQUIREMENTS:**

### Education, Training, and Experience:

- Bachelor's degree from an accredited four year college or university with at least 24 semester hours in computer science or management information systems and one year experience in computer systems analysis, computer programming, office automation or in planning or designing computer systems, or an Associates degree or completion of a vocational/technical school program in computer systems engineering (excluding data entry) and three years experience as described above.
- Experience in an area described above may substitute for the recommended college education or vocational training on a year for year basis.

### Certificates, Licenses, Registrations, Skills:

- Requires valid Florida Driver License
- Must possess professional IT certifications as needed
- Must have strong working knowledge of computers and Microsoft Office Products
- Experience with Crestron and/or Lectrosonics equipment is a plus
- Must have or be able to obtain within 90 days certification in FEMA National Incident Management System (NIMS) courses 100C and 700B

### Physical Requirements/Work Environment:

- This job involves sitting, standing and walking
- The job involves frequently lifting and carrying up to 10 pounds and on occasion, up to 20 pounds
- The job requires occasional bending, squatting, kneeling, and reaching above the shoulders; and on occasion, climbing and twisting
- Must be able to complete simple grasping, pushing, pulling, fine manual manipulation, and typing; and on occasion, driving automotive equipment
- The job requires normal visual acuity and field of vision, hearing, speaking, color & depth perception and exposed to unprotected heights
- Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions

## **SUPPLEMENTAL INFORMATION:**

**Summary of Benefits:**

Citrus County Board of County Commissioners provides a comprehensive benefit package. Employees are eligible to participate in the County's insurance plans if they are working a minimum of 30 hours per week in a benefit-eligible position. Coverage will become effective the first of the month following a 30 day waiting period. For example, an employee hired on April 10, the effective date of coverage will be on June 1.

**Medical Insurance- Base Plan (Provider: Florida Blue)**

- Employee Premium is **\$0.00 with** Tobacco Affidavit
- Employee Premium is **\$50.00** monthly **without** Tobacco Affidavit
- Dependent coverage is available with bi-weekly premiums

**Employee Health & Wellness Center**

- Employee Premium is **\$0.00** when covered under Medical Insurance
- Dependent coverage is **\$0.00** when covered under Medical Insurance

**Dental Insurance**

- Employee Premium is **\$0.00**
- Dependent coverage is available with bi-weekly premiums

**Vision Insurance**

- Employee Premium is **\$5.66** monthly
- Dependent coverage is available with monthly premiums
- Employees working 8 hour/5 workdays- 11 paid holiday annually
- Employees working 10 hour/4 workdays- 8 holidays and 1 personal day\* annually
  - \*Stipulations do apply for personal day

**Vacation Leave- accrues each pay-period**

- Less than five (5) years of service: 80 hours annually= Two weeks
- Five (5) to Ten (10) years of service: 120 hours annually= Three weeks
- 10 or more years of service: 160 hours annually= Four weeks

**Sick Leave- accrues each pay-period**

- 96 hours annually

Please note that the benefits may not apply to all constitutional offices; please refer to policies for specific information. The County's Personnel Policies, applicable Union Contracts and/or Certificate of Coverage provides detailed descriptions of all available employee benefit programs and stipulations.

**Basis of Rating:** Some positions may require a written and/or skills test. Applications will be carefully reviewed to assess each individuals qualifications. Selected persons will be interviewed to determine who will be hired for the job. The kind and length of related work experience, training and education shown on the application will be an important consideration in the screening process.

Must successfully pass an employment reference check, criminal background check, physical examination check. Drug screens will be in accordance with the Drug Free Workplace Act and/or the Omnibus Transportation Employee Testing Act of 1991.

Citrus County, Florida supports a Drug-Free workplace. All employees are subject to reasonable suspicion drug testing in accordance with Section 112.0455, F.S., Drug-Free Workplace Act.

Citrus County, Florida is an equal opportunity employer and does not discriminate on the basis of race, color, national origin, sex, religion, age or disability in employment or the provisions of services.

Applicants requiring a reasonable accommodation, as defined by the Americans with Disabilities Act, must notify the Citrus County, Florida Board of County Commissioners in advance to allow sufficient time to provide an accommodation.

Pursuant to Chapter 295, Florida Statutes, candidates eligible for Veterans' Preference will receive preference in employment for vacancies and are encouraged to apply. Candidates claiming Veterans' Preference must attach supporting documentation with each submission that includes character of service (for example, DD Form 214) along with any other documentation as required by Rule 55A-7, Florida Administrative Code.

Pursuant to Chapter 119, Florida Statutes or the "Public Records Law," applications, resumes and personnel records are subject to public inspections.

Details regarding the "Public Records Law"/ "The Sunshine Law" / Florida Statutes and the statutory exemptions are available on websites such as the Florida Office of the Attorney General, Florida Senate and Florida Legislature. Additionally, Citrus County Board of County Commissioners Public Information section is located on our website.

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APPLICATIONS MAY BE FILED ONLINE AT:  
<http://www.citrusbocc.com>

Position #21-88  
 USER SUPPORT ANALYST-FIFTH JUDICIAL CIRCUIT COURTS  
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3600 W. Sovereign Path, Ste. 283  
 Lecanto, FL 34461  
 (352) 527-5370

[HR@citrusbocc.com](mailto:HR@citrusbocc.com)

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### **User Support Analyst-Fifth Judicial Circuit Courts Supplemental Questionnaire**

- \* 1. I understand that in order for my qualifications to be evaluated with the requirements of the job description I must complete the entire application this includes my education and both CURRENT and PAST work experience. "See Resume" or refer to other sources are not acceptable responses to any of the questions on the supplemental questionnaire or application. Resumes are not accepted in lieu of completed application. Without this pertinent information, my application will be considered incomplete.
  - Yes, I understand the statements in the question above
  - No, I do not understand the statements in the question above
- \* 2. Which best describes your current employment status? Please note, if employed, your current employer must be included in the "Work Experience" section of the application.
  - I am currently employed Full-Time
  - I am currently employed Part-Time
  - I am currently employed On-Call status
  - I have been unemployed for less than six (6) months
  - I have been unemployed seven (7) to twelve (12) months
  - I have been unemployed between one (1) to two (2) years
  - I have been unemployed for more than two (2) years
  - I have never been employed
- \* 3.

Have you reviewed the job description including essential functions, minimum requirements, qualifications, experience, physical demands, licenses/certifications (if applicable), starting salary and benefits (if applicable)?

- Yes  
 No

- \* 4. Beginning Pay Rate Disclosure: The pay rate for this position is \$40,385.80 annually (exempt) plus benefit and retirement options. Please acknowledge that you have reviewed and understand the pay rate as shown above.  
 Yes  
 No
- \* 5. I understand Citrus County, Florida Board of County Commissioners does not offer any assistance with relocation expenses.  
 Yes, I understand no relocation assistance is provided
- \* 6. A requirement for the position is a valid/current Florida Driver License, which best describes the type of valid Driver License you currently hold?  
 I have a valid/current Florida Driver License  
 I do not have a valid/ current Florida Driver License  
 I currently have a valid Out of State Driver License
- \* 7. List your highest level of education completed- level of degree achieved and major
- \* 8. List any valid professional licenses/certifications that you have which pertains to Information Technology. If you do not have any licenses/certifications, enter N/A in the box
- \* 9. Which best describes the years of experience you have working in the computer technology related field? Please note: The "Work Experience" section of your application must contain this experience if applicable.  
 No experience  
 Less than One (1) year of experience  
 One (1) to Two (2) years  
 Two (2) to Three (3) years  
 Three (3) to Five (5) years  
 Five (5) years or more
- \* 10. Explain your experience in computer systems analysis, computer programming, office automation or in planning or designing computer systems. If you do not have any experience, enter N/A in the box
- \* 11. Do you have experience with Creston and/or Lectrosonics equipment?  
 Yes, both Creston and Lectrosonics  
 Yes, only Creston  
 Yes, only Lectrosonics  
 No, neither Creston and Lectrosonics
- \* 12. As described in the job posting, knowledge and experience with using programs in Microsoft Office Suite (Excel, Word, PowerPoint, Outlook) is a requirement in this

position. What is your overall proficiency level in using Microsoft Office Suite applications?

- No proficiency
- Basic
- Intermediate
- Advanced

\* 13. Based on your work performance at your CURRENT/ MOST RECENT Employer, what would your employee file or your last evaluation tell us about your work performance, your ability to adhere to policies & procedures & safety requirements, dependability and attendance / tardiness? Human Resources completes reference checks / verification of employment after a job offer is extended and accepted.

\* 14. I understand these supplemental questions will help determine if my education, experience, required licenses/certificates (if applicable) and job skills match those described on the job description. "See Resume" or refer to other sources are not acceptable responses to any of the questions on the supplemental questionnaire or application.

- Yes, I understand about the supplemental questions
- No, I do not understand about the supplemental questions

15. CURRENT OR FORMER MILITARY PERSONNEL- Are you claiming Veterans' Preference? YOU MUST SUBMIT A COPY OF YOUR DD-214, OR COMPARABLE DOCUMENT WHICH SERVES AS A CERTIFICATE OF RELEASE OR DISCHARGE, TO HUMAN RESOURCES VIA FAX (352.527.5372), OR HAND DELIVER OR MAIL TO: 3600 W. SOVEREIGN PATH, STE 283, LECANTO, FL 34434. DD-214 MUST BE RECEIVED PRIOR TO POSITION ANNOUNCEMENT CLOSING. Note: If any applicant claiming veterans' preference for a vacant position is not selected, they may file a complaint with the Florida Department of Veterans' Affairs, PO BOX 31003, St. Petersburg, FL 33731. Complaint must be filed within 21 days after notice of a hiring decision or within 3 months of the date the application was filed with the employer if no notice is given. Please note, current employees and selected job postings are exempt from Veterans' Preference.

- Yes
- No

\* 16. Please check EACH of the 5 BOXES BELOW to confirm these sections on YOUR APPLICATION ARE COMPLETE. ALL 5 boxes must be checked to confirm the application is complete and verified.

- Education Section
- Work History Section
- STARTING and ENDING dates of ALL employers listed on this application
- Starting pay rate has been acknowledged
- My application is complete and verified

\* Required Question