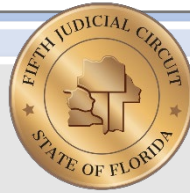


THE STATE OF FLORIDA



STATE COURT SYSTEM

JOB OPPORTUNITY BULLETIN

POSITION TITLE: OPS Court Program Specialist III

OPEN DATE: 6-23-2022

CLOSE DATE: Open Until Filled

POSITION NUMBER: NA

SALARY: \$20.91 per hour

JOB LOCATION: 5th Judicial Circuit

HEADQUARTERS: TBD

Distinguishing Characteristics of Work

This is a technical position to provide immediate response to the Judicial Information Technology customer needs. Primary responsibilities are, but not limited to, responding to emails and telephonic request for technology assistance, providing remote assistance, dispatching Tier II support as needed, and documenting requests using the Circuit's call tracking system. An employee assigned to this position may also be required to perform administrative duties to support departmental needs. May also assist Court Technology on a variety of projects, studies, and reports for monitoring, evaluating, and improving customer technology experiences. Working relationships are established with court personnel, professionals associated with the Courts system and the general public. Work is performed under the general supervision of the Chief Technology Officer or their appointed designee.

Education and Training Guidelines

An Associate degree from an accredited two (2) year college or technical school in computer science, information technology or a closely related field. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Knowledge, Skills, and Abilities

Ability to interpret and analyze computer error messages. Experience and familiarity with Remote Desktop, Remote Assistance, a HelpDesk Ticketing System, Active Directory Users and Computers, and Microsoft Operating Systems. Problem solving skills. Analytical thinking. Oral and written communications skills. Basic knowledge of audio and video technologies. Ability to organize and track workflow. Knowledge of networking fundamentals. Basic knowledge of computer hardware and peripherals.

July 1, 2022 until June 30, 2023, subject to renewal as part of the Judicial Branch annual budget

Submit a current State of Florida application, **found on our website at circuit5.org**, and verification of required education (i.e., copy of high school diploma, copy of college degree or college transcripts) to:



* CITRUS * HERNANDO * LAKE * MARION * SUMTER *

Robin Hamel, Human Resources Consultant
Office of the Trial Court Administrator
(352) 272-1451
Applications can be emailed to: rhamel@circuit5.org

WE ARE AN EQUAL OPPORTUNITY EMPLOYER. WE DO NOT DISCRIMINATE ON THE BASIS OF RACE, RELIGION, COLOR, SEX, AGE, NATIONAL ORIGIN OR DISABILITY.

IF YOU NEED AN ACCOMMODATION TO PARTICIPATE IN THE APPLICATION/SELECTION PROCESS, PLEASE CALL 352-742-4221. PERSONS USING A TDD MAY CALL THE CONTACT PERSON THROUGH THE FLORIDA RELAY SERVICE AT 1-800-955-8771



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