

**Position Title:** Automated Systems Assistant  
**Department:** Administration  
**FLSA Status:** Included  
**Class:** 5441  
**Pay grade:** 75  
**Prepared Date:** 02/01/2017

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

The Office of the Public Defender – 20th Circuit is seeking a Help Desk Support Specialist for a full time position in Fort Myers, FL. This person is the initial point of contact for internal company customers seeking assistance and support with the company's intranet, desktop devices, and other business applications that are maintained by the I.T. team.

Duties include, but are not limited to:

- A. Primary responsibility is user support and customer service; being available to quickly diagnose and understand technical issues and resolutions during normal operational business hours
- B. Responsible for managing Help Desk application and responding to all incoming service requests
- C. Provides timely response to all issues, updates internal customers on status, solicits additional information, if needed, and troubleshoots issue if appropriate
- D. Identify and escalate situations requiring urgent attention or tickets left unattended in queue
- E. Become familiar with help desk policies and services
- F. Create and assign help desk tickets based on incoming email and phone requests
- G. Responsible for maintaining and creating status reports to managers using available analytic tools
- H. Creates and maintains documentation for control and troubleshooting.
- I. Establish and maintain a professional working relationship with staff, vendors, and external agency personnel.
- J. Exercise sound judgment.
- K. Handle emergency assignments as needed.
- L. Attend and participate in training seminars and staff meetings as required. Performs other duties/special projects as assigned.

### **SUPERVISORY RESPONSIBILITIES**

This position has no supervisory responsibilities.

### **QUALIFICATIONS**

Applicant must be able to perform each essential duty satisfactorily and in a professional manner. The requirements listed are representative of the knowledge, skill, and/or ability. Upon request, reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

#### **Ability to:**

Use correct English grammar, spelling, and punctuation

Follow written and oral instructions and procedures  
Exhibit sound judgment and good listening skills  
Handle matters with integrity and confidentiality  
Plan and prepare reports, correspondence, and charts in a variety of formats  
Use personal computer and general office equipment  
Be extremely organized, establish priorities, and meet deadlines  
Maintain an effective filing system  
Manage multiple assignments simultaneously including long- and short-range projects  
Be flexible in work assignments and processes based upon need  
Travel to various locations throughout the circuit for assignments and training  
Effectively utilize Microsoft Word, Excel, PowerPoint, and Outlook

### **EDUCATION and/or EXPERIENCE**

Graduation from High School or equivalent, Associates or Technical with course work in a related area with one year of professional technical experience, or an equivalent combination of training and experience is required.

### **LANGUAGE SKILLS**

Must be able to read, analyze and interpret general computer periodicals, technical manuals and government publications and regulations. Must have the ability to write reports, correspondence, and procedural instructions. Must have the ability to effectively present information and respond to questions from staff, supervisors, other governmental agencies and vendors.

### **COMPUTER SKILLS**

Applicants must have some knowledge of audio/visual equipment, video conferencing, and software with embedded videos and sound. Computer skills are required including: keyboarding, use of PC's, printers, etc. Microsoft Office experience required. Other more specific skills are listed in the body of responsibilities and duties.

### **MATHEMATICAL SKILLS**

Must be able to add, subtract, multiply and divide in all units of measure, using whole numbers, common fractions and decimals. Must be able to compute rate, ratio and percent and to create and interpret various charts and graphs.

### **REASONING ABILITY**

Must be able to apply common sense understanding to carry out instructions furnished in written, oral, or diagram form. Must have the ability to deal with problems involving several concrete variables in standardized situations. Must be able to evaluate problems, isolate key issues, research and develop alternative solutions and to present management with recommendations that include, at a minimum, the advantages, the disadvantages, and the cost and staff impact of recommendations.

### **PHYSICAL DEMANDS**

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee frequently is required to stand; walk; handle, or feel; reach with hands and arms. The employee is occasionally required to climb or balance and stoop, kneel, crouch, or crawl. The employee must frequently lift and/or move up to 25 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision, depth perception, and ability to adjust focus.

### **WORK ENVIRONMENT**

The noise level in the work environment is usually moderate, although in some equipment rooms, the noise level is high. The activity level is usually very high paced and moderately stressful.

### **CERTIFICATES, LICENSES, REGISTRATIONS**

A valid Florida driver's license is required.

CompTIA A+ preferred

### **EQUIPMENT UTILIZED**

Automobile, personal computers, laptop computers, audio visual equipment, telephone, cell phone, copier, scanner, fax, pc repair tools.

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 and requirements and 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. Employees of the Office of the Public Defender are **at-will** employees. This document does not create employment contract, implied or otherwise, and may be revised or rescinded at any time, due to operational necessity, at the sole discretion of the Public Defender.