



HELP DESK TECHNICIAN JOB OPPORTUNITY ANNOUNCEMENT

DATE:	JANUARY 14, 2022
DIVISION / DEPARTMENT:	INFORMATION SYSTEMS / INFORMATION SYSTEMS
POSITION TYPE:	REGULAR / FULL TIME
FLSA CLASSIFICATION:	NON-EXEMPT
JOB LOCATION:	ORLANDO, FL
APPLICATION DEADLINE:	OPEN UNTIL FILLED

POSITION SUMMARY

The Helpdesk Technician provides end-user level support, manages tickets in the “Help Desk” system, performs desktop support of computers and peripherals, office equipment and assists in the management of network infrastructure to maintain reliability and security for the Supervisor of Elections (SOE) computer information systems.

The Helpdesk Technician reports to the Information Systems Manager and does not supervise any staff but may assist with the supervision of temporary workers during election events.

SKILLS AND QUALIFICATIONS

REQUIRED:

- High School Diploma or equivalent.
- Minimum of three years’ experience in the installation, configuration, testing, and deployment of software and computer equipment.
- Prior experience of at least three years in a position working with computer hardware, networking, printers, peripherals, and electronics.
- Prior experience of at least three years in a position providing end-user technical support.
- Ability to troubleshoot hardware and software issues to solve problems for end-users.
- Proficient knowledge of Microsoft Office products including past work experience problem-solving with related software, Windows OS, and email systems.
- Ability to analyze and solve system issues and communicate quickly and effectively to end-users, management, and Information Systems employees.
- Prior experience of at least one year in a position performing technical networking of complex systems, including switches, cabling, wireless and hard-wired network setup.
- Prior experience with computer remote assistance tools.
- Past position experience creating technical documentation and training end-users on software applications.
- Valid driver’s license and driving history that meets SOE driving standards – Successful completion of the Orange County Defensive Driving Course.
- Ability to perform other duties as assigned and react to a quickly changing environment.
- Customer service skills requiring ability to interact with staff during high pressure situations.

PREFERRED:

- Associate’s Degree in Computer Science, Information Systems or related field.
- CompTIA A+ and CompTIA Network+ Certifications.
- Microsoft 365 Fundamentals (MS-900).

POSITION FUNCTIONS AND DUTIES

- Responsible for the monitoring and assignment of Help Desk ticket system.
- Responsible for updating the SOE Dashboard information.
- Responsible for Helpdesk support to resolve hardware and software problems for end-users at SOE.

- Develop and document Helpdesk and desktop procedures.
- Assist in the maintenance of cloud based e-mail solution; assign users and support in Active Directory.
- Responsible for repairs and backups of desktop computers.
- Communicate to IS and other SOE staff to resolve problems for departments and end-users.
- Develop and maintain third party software training manuals for SOE staff.
- Responsible for printer maintenance and repair.
- Assist Systems Security Manager with any special projects as directed.
- Collaboration with IS team members, vendors and all employees within the SOE office.
- Assist Information Systems Management with any special projects as directed.
- Ability to support and perform team member's duties as needed.
- Perform other duties as assigned.

WORKING CONDITIONS

The majority of the work is performed indoors, in an air-conditioned office seated at a desk facing a computer screen. Occasionally this role will require work in the warehouse, in which some areas may have elevated temperatures with exposure to dust, dirt and noise. Requires frequent contact with management, co-workers, and other internal personnel of the SOE to provide support with network issues.

This position requires full-time hours within a scheduled workweek, in addition to extended workdays and weekend work as needed, during election events, sometimes with little or no advance notice.

SPECIAL EQUIPMENT

Must possess working knowledge of office machines, equipment, and tools including, but not limited to: Multi-line phone system, computers, laptops, tablets, iPads, scanners, modems, routers, printers, election equipment, power hand tools, hand truck, network tools, audio visual equipment, forklift, and company vehicles.

PHYSICAL AND MENTAL DEMANDS

Requirements and Frequency		
Occasional Demands (1-33%)	Frequent Demands (34-66%)	Constant Demands (67-100%)
Driving	Bending	Repetitive Wrist Motion
Twisting	Pushing	Hand-Eye Coordination
Carrying	Moderate Lifting (up to 50 lbs)	Standing
Climbing	Focus for Extending Periods	Reaching
Pulling	Sitting	Walking
	Decision Making	Reading
	Grasping	Problem-Solving
		Comprehending

DISCLAIMER

This is a general overview of this position. The Orange County Supervisor of Elections reserves the right to change, alter or void all or any part of this position overview, at any time, with or without notice.

AT-WILL STATEMENT

Employment at the Orange County Supervisor of Elections' Office is on an "at-will" basis. It may be terminated at any time, with or without cause by either the employee or employer. It is not guaranteed, contracted or promised for any length of time. No person other than the Orange County Supervisor of Elections has the authority to alter the at-will status of your employment or to enter into any employment contract with you. The Orange County Supervisor of Elections reserves the right to change, amend or revoke rates of pay, terms and conditions of your employment and job offers at any time.

HOW TO APPLY

Email applications to: recruiter@ocfelections.com

Mail application to:

Orange County Supervisor of Elections
Attention: Human Resources
PO Box 562001
Orlando, FL 32856