HILLSBOROUGH COUNTY SHERIFF'S OFFICE
CHAD CHRONISTER, SHERIFF

Help Desk Specialist

Job Code: U8746
Pay Grade: UA
Pay Scale: $20.77-$31.15 Hourly; $43,201.60-$64,792.00 Annually
Exempt: No

OVERVIEW

Act as the first point of contact in an entry level support position. Provide technical assistance and support for incoming inquires and issues related to computer systems, software, and/or hardware. Respond and perform troubleshooting through diagnostic techniques and pertinent questions via phone, email, walk-ins, remote sessions, and/or the IT support management application.

DUTIES & RESPONSIBILITIES

Duties may vary based on assignment.

- Assist with user inquiries via multiple methods such as phone, email, walk-ins, remote sessions, and/or the IT support management application.
- Provide quick, accurate, and useful technical assistance for a range of computer systems, software, and hardware components.
- Perform troubleshooting, research, and problem resolution through diagnostic techniques to answer and/or resolve queries on basic technical issues, and offer advice to solve them for users.
- Maintain good technical knowledge on a variation for a range of computer systems, software and hardware components.
- Communicate effectively to understand the problem and explain its solution.
- Walk users through the problem-solving process.
- Provide end-user training.
- Document complete records of events and user exchanges of all inquiries, technical issues, and/or resolutions clearly and accurately within the IT support management application.
- Direct unresolved issues to the next level of support personnel.
- Follow up and update customer status and information.
- Pass on any feedback or suggestions by customers to the appropriate internal team and/or manager.
- Develop and maintain a comprehensive library of support staff documentation.
- Maintain continued personal IT knowledge growth by utilizing internal knowledge base, internal and external resources, and other applicable furthering education initiates including IT related certifications.
- Lift equipment and/or delivered parcels up to 50 lbs.
- Perform other related duties as required.

KNOWLEDGE & ABILITIES

- Knowledge of various computer systems, software, hardware, mobile devices, and other technical products.
- Ability to diagnose and resolve basic technical issues.
- Ability to engage in active listening and work effectively with others.
- Ability to type proficiently while participating in an active conversation with users.

- Ability to effectively multi-task.
- Ability to work reactively, proactively, and effectively.
- Ability to analyze and quickly debug issues.
- Ability to accept and follow direction, protocol, policies, and procedures.
- Ability to sit for extended periods of time using a telephone headset.
- Ability and willingness to a range of shifts and schedules including days, weekends, and/or holidays.
- Ability to lift up to 50 lbs.

SKILLS

- Documentations
- Remote Technical Support
- Customer Service
- Help Desk Support
- Adaptive Learning
- Technical Troubleshooting
- Customer Technical Support
- Proactive Problem Solving
- Communication
- Time Management

WORKING CONDITIONS

- Work within an office environment within a law enforcement agency.
- Stand/sit at a keyboard or workstation for prolonged periods.
- May engage in heavy physical exertion (e.g., lifting, carrying, pushing and/or pulling objects and materials up to 50 pounds).
- Work standard business hours.
- May work non-standard hours including nights, weekends, and holidays.
- In the event of an emergency or disaster, may be required to respond promptly to duties and responsibilities as assigned by management chain, Division/District Commander, or the Sheriff (or their designee). Such assignments may be for before, during or after the emergency/disaster.

MINIMUM EDUCATION & EXPERIENCE

- A high school diploma or possession of a GED certificate.
- Two years of recent (within the last year) paid work experience in a technical support role.

OR

- A high school diploma or possession of a GED certificate.
- Two years of recent (within the last year) paid work experience in a customer service support role.
- One current technical certification in one of the following: CompTIA A+, CompTIA Network+, CompTIA Security+.

OR

- An associate degree from an accredited institution of higher education with a major in a technical field.
- One year of recent (within the last year) paid work experience in a customer service or technical support role.

OR

- A bachelor’s degree from an accredited institution of higher education with a major in a technical field.

ADDITIONAL JOB REQUIREMENTS

- Attendance at the specified Sheriff's Office work location is required.
- Depending on assignment, employees may be required to possess a valid Florida Driver License at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No visible tattoos on face, head, and neck. Tattoos determined to take away from the professional appearance of the Sheriff's Office must be covered with an appropriate white, black, or neutral covering.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months. No marijuana use within the last 12 months.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- No dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a background investigation including criminal, reference, employment, and neighborhood checks; polygraph; medical evaluation; and drug screening.
- Live within Hillsborough County or within Citrus, Hardee, Hernando, Lake, Manatee, Pasco, Pinellas, Polk, Sarasota, or Sumter County as long as the residence is located within the 60-mile parameter of Falkenburg Road Jail at the time of appointment/employment (certified only).

The duties and responsibilities on this job description represent the essential functions that an employee must be able to satisfactorily perform with or without reasonable accommodations. Reasonable accommodations shall be made upon request to enable employees with disabilities to perform the essential functions of their job, absent undue agency hardship. The Sheriff's Office retains the right to change or assign other duties to this job as necessary.

PREFERRED QUALIFICATIONS

- A bachelor's degree from an accredited institution of higher education with a major in a technical field.
- One current technical certification in one of the following: CompTIA A+, CompTIA Network+, CompTIA Security+.