

## CLERK'S TECHNOLOGY, CLIENT SERVICES SUPERVISOR

Job Code	Pay Grade
18906	150

### Nature of Work

This is professional, technical and supervisory work managing the technical support needs of the Clerk of the Circuit Court. The incumbent will supervise and provide direction to subordinate technical staff.

This position provides support for departmental systems that includes Local Area Networks (LAN), personal computers, mainframe applications, case and document management systems and other solutions which support the operational needs of the organization. The position is responsible for initiating, performing and managing a variety of technical activities in support of operational initiatives. Other responsibilities include providing technical advice, software and technology inventory management, review of technology related purchases, and work review of subordinate technical staff. Work is performed under the general supervision of the Clerk's Technology, Chief Information Officer or Clerk designee and is reviewed by conferences and by results obtained.

### Minimum Qualification Requirements

- Associates degree in computer science or related field plus 4 years experience as described above; or
- Bachelor's degree in computer science, business administration or related technical field and 2 years of professional experience managing technical staff. Experience must include one or more of the following: desktop support, server administration/management or access/security management; strong communication and interpersonal skills are essential; or
- An equivalent combination of education, training and/or experience.

### Appointing Authority May Also Require

- Florida Driver's License or Florida Commercial Driver's License and endorsement, if any.
- Assignment to work a variety of work schedules including compulsory work periods in special, emergency, and/or disaster situations.
- Incumbent may be required to demonstrate competence and/or possess certifications in one or more specific IT functions.

### Illustrative Tasks (These are examples and are not all inclusive.)

- Plans, organizes and directs work of technical staff, providing support to business units for Clerk technology initiatives.
- Recognizes and identifies potential areas where existing policies and procedures require change; or where new ones need to be developed.
- Plans work solutions by interfacing personal computers, LANs, and departmental systems through local and enterprise wide communications.
- Conducts and oversees solution testing and evaluation of new versions of hardware and software products.
- Works with business units to develop plans for new system installations, system upgrades and migration efforts.
- Coordinates roll out plans with project schedules to ensure preparedness and timely implementation.
- Makes appropriate staffing assignments to support technology initiatives.
- Initiates and pursues solutions to increase efficiency and effectiveness with software applications being utilized by business units.
- Provides oversight for the administration of various solutions including security, system configuration, user support and training.
- Assists business units with the implementation of new systems for small to medium scale projects, as needed.
- Assists business units with identifying tools to test and evaluate new versions of software products.
- Provides written recommendations regarding capability, comparability or constraints of software and/or hardware usage.
- Maintains inventory of hardware/software, licenses with respect to departmental and staff assignments.
- Forecasts future hardware needs for business units based age of equipment.

## CLERK'S TECHNOLOGY, CLIENT SERVICES SUPERVISOR (continued)

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### Illustrative Tasks (continued)

- Fosters open communication and cooperation within the organization and with customer groups to build an effective team solution driven environment.
- Directs ongoing training and development of staff.
- Identifies contractor sources, coordinates interviews, and participates in the selection and hiring process.
- Assists other team members as necessary and participates on technology projects.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of standard office practices, procedures, policies, personal computers, operating systems, and related software applications.
- Knowledge of research techniques, methods and procedures to develop best practices and resolve technical issues.
- Skills in Team Building, Leveraging Diversity, Service Motivation, Vision, Influencing/Negotiating, Interpersonal Skills, Communication Skills, Accountability, Problem Solving, and Technical Credibility.
- Ability to use and apply reference materials to research and solve problems.
- Ability to direct others to implement new and novel technologies, soft skills, related organization processes and procedures.
- Ability to recommend changes to improve operational efficiencies.
- Ability to mentor teammates; lead teams, and facilitate groups to achieve success through others.
- Ability to prepare and deliver effective presentations at all levels of the organization.
- Ability to use diplomacy in dealing with difficult customers and delivery of services.
- Ability to communicate effectively, both verbally and in writing with peers and others.
- Ability to communicate with tact, patience and courtesy at all levels of the organization.
- Ability to assist lower level personnel with training of new technologies.
- Ability to establish and maintain effective working relationships with internal and external customers.
- Ability to understand, follow, and to provide specific instructions, priorities, policies, and procedures.
- Ability to identify, troubleshoot, manage, and resolve complex problems.
- Ability to operate a personal computer and other automated systems to enter and retrieve information, monitor work performed, and to communicate information in reports, etc.

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Created	EEOC Code	Overtime Code
9/13	Professionals	Exempt