

## TAX COLLECTOR IT SUPPORT TECHNICIAN 2

Job Code	Pay Grade
23092	CL18

### Nature of Work

This is technical and analytical work which involves providing technical support to users of information systems. Incumbents will also provide training, assistance, backups, and technical support to users on the Local Area Network and the Wide Area Network.

### Minimum Qualification Requirements

- 5 years of experience in automated information systems or systems operations; or
- Associate's Degree and 3 years' experience as described above; or
- Bachelor's Degree with major course work in computer science, systems/programming, information technology or a related field and 1 years' experience as described above; 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.
- Other highly desirable knowledge, skills, abilities, and credentials relevant to a position.

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

- Perform ongoing hardware and software maintenance operations, including installing or upgrading hardware or software.
- Provides information system support by installing new versions of software, assigning disk space, monitoring usage, and making backups as required; responds to calls for assistance with software/hardware and provides problem determination.
- Monitors, investigates and troubleshoots operational outages to determine if problem exist in network connectivity, hardware or software in support of branch operations.
- Liaisons with state, county and private companies for technical and software issues effecting branch and user operations.
- Establishes user accounts, regulates, and monitors file access to ensure confidentiality and proper use.
- Organizes and locates inventory, moves hardware to be taken off-site for surplus, and operates spreadsheet and word processing software to track and manage inventory.
- Provides technical support to users by setting up personal computers, loading systems and telecommunication software, and installing peripherals and related equipment.
- Assists in determining the cause of hardware, software, and other communication malfunctions and arranges for necessary repair or service.
- Performs ongoing hardware and software maintenance operations, including installing or upgrading hardware or software.
- Reports statistical information in understandable and informative ways.
- Configures and troubleshoots customer ticket queuing application and hardware
- May assist in property management and accountability to include surplusizing antiquated equipment.
- Works with help desk to resolve trouble tickets and mitigate end-user issues.
- Performs related work as assigned or required.

### Knowledge, Skills, and Abilities

- Knowledge of systems analysis, feasibility studies, and work flow diagrams.
- Knowledge of design procedures, techniques, and ability to design applications and user programs, documents, and forms.

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### Knowledge, Skills, and Abilities (continued)

- Knowledge of the operating characteristics, capabilities, and limitations of microcomputers, mainframe, communications, networking, operation and applications software, and systems.
- Knowledge of various programming languages.
- Knowledge of Microsoft Products and Programs.
- Knowledge of relational databases such as Access, Informix, Oracle, and SQL Server.
- Knowledge of research techniques, methods, and procedures.
- Knowledge of software and hardware troubleshooting and maintenance procedures.
- Ability to apply computer applications and software.
- Ability to comprehend complex technical information and communicate this information clearly both orally and in writing.
- Ability to utilize and develop application usages with software such as relational databases, desktop publishing, word processing, and spreadsheets.
- Ability to move to the various locations within and outside of the assigned department.

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Created	EEOC Code	Overtime Code
11/16	Technicians	Classified