

HERNANDO COUNTY PROPERTY APPRAISER
JOB DESCRIPTION

JOB TITLE: Systems Support Specialist	PAY GRADE: 118
DEPARTMENT: Information Technology	SALARY RANGE: \$44,359-\$69,147
REPORTS TO: Chief Deputy of Administration and Technology	POSITION TYPE: Exempt

CLOSING DATE:

Applications may be picked up at the Property Appraiser's Office or website (www.hernandocounty.us/pa). Submit the completed application to James Johnson, IT/GIS Supervisor at 201 Howell Avenue, Suite 300. Applications will be accepted until the position is filled.

GENERAL DESCRIPTION:

This is a highly responsible and technical position working with both physical and virtual Windows servers, which host SQL Databases and a disparate variety of application servers. Primary responsibilities would include office helpdesk, diagnosing user issues, upgrades, maintenance, security, malware protection, backups and performance tuning. Additional responsibilities would include end-user hardware/software technical support and training, operating system/software application installs and hardware/software license/maintenance contract record keeping and documentation.

ESSENTIAL JOB FUNCTIONS:

- ★ Assist IT/GIS Supervisor in installing, upgrading workstations, network hardware and computer peripherals and coordinate inventory with Administration.
- ★ Assist IT/GIS Supervisor in protecting both servers and workstations. Organize and monitor server and workstation resources for optimum performance and availability.
- ★ Assist in maintaining and documenting network, server and device access security, Document system and security auditing procedures.
- ★ Document all server related system installations and configurations.
- ★ Assist IT/GIS Supervisor in the maintenance of all current software licenses. Assist in maintaining accurate inventory records of all hardware, software licenses and maintenance contracts.
- ★ Install end-user software applications and troubleshoot related problems. Provide end-users with hardware and software technical support and training.
- ★ Evaluate and recommend new hardware, software and procedures to improve performance and reliability and/or increase efficiency.
- ★ Assist in the support of mission critical high-availability equipment (servers, application, databases, Document Imaging System, CAMA System runtime repository, application servers, domain controller, and printer servers. **On-call after hours.**
- ★ Establish, document and routinely test system redundancy and disaster recovery procedures.
- ★ Assist the Senior Programmer and Programmer Analyst in providing technical support and testing new installations and application integration.
- ★ Document and implement help-desk protocol used to troubleshoot user issues.

JOB STANDARDS:

- Education: Two-year degree in computer science
- Experience: Three years' experience in systems support/helpdesk or equivalent combination of training and experience
- Licenses or Certifications: Must possess and maintain a valid Florida Driver license and be insurable by our current insurance carrier. Microsoft Certified Systems Administrator/Engineer (MSCA/MCSE) desired.

EQUIPMENT USED:

- ★ Motor vehicle, personal computer, printers, calculator, facsimile machine, copier, telephone, imaging system and other office equipment.

CRITICAL SKILLS/EXPERTISE:

- ★ Ability to express ideas clearly and concisely in writing or orally in a friendly/professional manner.
- ★ Ability to use software programs related to job functions accurately and effectively.
- ★ Must be able to establish and maintain effective working relationships with other deputies, county departments, governmental agencies and businesses.
- ★ Ability to interact in a team environment with co-workers with tact and diplomacy.
- ★ Ability to analyze facts and exercise judgment, arriving at valid conclusions.
- ★ Ability to understand and interpret oral and written instructions.
- ★ Highly responsible with ability to work independently, be self-motivated and task oriented.
- ★ Knowledge of office procedures, correspondence and standard business practices
- ★ Knowledge of and experience in MS Windows Servers, MS Windows Web Server (IIS), MS Windows 10 and 11, and MS Office 365.

PREFERRED SKILLS/EXPERTISE:

Experience with following: HP Servers, Fiber and iSCSI SANS, Tablet computers and software applications, VMWare vSphere; MS Windows Server 2024, MS Windows Domain Controller; MS Windows Web Server IIS 7.5, vRanger, ESRI ArcGIS Server, ESRI ArcGIS Client Applications.

ESSENTIAL PHYSICAL SKILLS: Constantly operates a computer and other office machines such as a calculator, copy machine, facsimile machine, postage machine, etc. Frequently be able to remain in a stationary position. Constantly uses speech, vision and hearing skills to perform duties.

ENVIRONMENTAL CONDITIONS: Office environment with some off-site training

Reasonable accommodations will be made for otherwise qualified individuals with a disability.

THE PROPERTY APPRAISER IS AN EQUAL OPPORTUNITY EMPLOYER