



Sheriff Mark Hunter
COLUMBIA COUNTY SHERIFF'S OFFICE
4917 US Hwy. 90 East Lake City, Florida 32055-6288
www.columbiasheriff.org



**COLUMBIA COUNTY SHERIFF'S OFFICE OPEN POSITION ANNOUNCEMENT
APPLICATION CLOSE DATE – OPEN UNTIL FILLED**

POSITION TITLE:	Information Technology Assistant
HOURS:	Monday-Friday 8:00AM-5:00PM with After Hours On-Call Rotation
SALARY:	\$43,000 annual / \$1,653.84 Bi-Weekly <ul style="list-style-type: none">• Paid by the hour: \$20.67• On-Call Pay• Overtime Available when Accrued• Twelve (12) Paid Holidays
DESCRIPTION:	Under the general supervision of the Information Technology Director, incumbents are expected to identify and resolve intermediate technology-based work problems of a nature that employees are unable to solve or overcome. Types of issues resolved will be addressed by one of the following disciplines: Database Administration, Network Management, Desktop Management, Server Management, Application Design, Application Development, Enterprise Architecture, Security Management, Quality Assurance, Incident Management, Document Management, Service Management, Asset Management, Production Application Services, or Storage Area Network. Work is reviewed through observation and results obtained. Specific duties are based on assignment.
DUTIES:	<ul style="list-style-type: none">• Resolves escalated service desk tickets and customer reported problems;• Troubleshoot and return technology to service within discipline;• Effectively manages and performs personal daily activities and multiple intermediate level projects under the discipline of defined business processes;• Identifies and analyzes intermediate-level problems; distinguishes between relevant and irrelevant information to make logical decisions; provides solutions to problems;• Design and implement technology within the discipline;• Recommends and implements changes to improve operational efficiencies;• Work with peers and customers to achieve long-term solutions for a variety of agency technology needs;• Plans daily work and participates in ongoing technical projects;• Supports Sheriff's Office Strategic Plan• Participates in Sheriff's Office recruitment and community relations activities as directed.

<p>REQUIREMENTS:</p>	<ul style="list-style-type: none"> • Must be 21 years of Age • Must live within 30 miles of County Seat (Courthouse) for on-call • Graduation from an accredited college or university with an Associate’s Degree in • Information Technology, Computer Science, Computer Technology, or related field • Two (2) years’ experience in information technology specific to the assigned discipline (i.e. desktop applications, network management, etc.) that includes customer service • Or equivalent combination of education and experience • Additional qualifications as identified by the assignment • Possession of a valid Florida driver's license at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification. • No illegal drug sale within lifetime. • No illegal drug use within the past 36 months. • No felony convictions. • No misdemeanor convictions involving perjury, false statement, or domestic violence. • Prior military personnel must not have a 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 criminal background investigation including voice stress analysis, reference/employment/neighborhood checks, and medical evaluation.
<p>PHYSICAL REQUIREMENTS:</p>	<p>The physical abilities listed below are estimates of time spent during a typical work-day to perform essential functions and responsibilities. Members in this position may be required to:</p> <ul style="list-style-type: none"> • Sit for long periods • Stand for long periods • See at normal range or with accommodations • Hear at normal level or with accommodations • Speak understandably • Manual dexterity • Bend/squat • Walk • Lift/Carry/Push-Pull 30 lbs
<p>KNOWLEDGE, SKILLS, AND ABILITIES:</p>	<ul style="list-style-type: none"> • Knowledge of standard office practices, procedures, policies, personal computers, operating systems and related software applications • Possess technical knowledge of network and PC operating systems • Possess technical knowledge of current network hardware, protocols, and standards

	<ul style="list-style-type: none"> • Skill in managing personal daily activities and small to medium sized projects for self and others • Skill in use and application of reference materials to research and solve major problems • Skill in the application of theory in resolving major problems • Skill in applying new technologies, soft skills and procedures • Ability to prepare and deliver effective presentations at various levels • 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 personnel with training of new technologies • Ability to establish and maintain effective work relationships, both inside and outside of the division • Ability to self-develop relevant job-related skill(s) for current role and partner with management on training plans and career path opportunities • Ability to understand and follow specific instructions, priorities, policies and procedures • Ability to identify, to take ownership of, and to troubleshoot and solve major problems • Ability to perform all functions of the job classification without posing a direct threat to the health or safety of other individuals in the workplace
SELECTION:	Selected applicants will be scheduled for an oral interview with various representatives of the Sheriff's Office. Selected applicants must successfully complete the requirements of a conditional employment offer and a pre-employment background investigation.
DEADLINE:	Position will remain open until filled. Applications can be picked up at the CCSO Operations Center, 4917 E. US Hwy 90 Monday – Friday, 8:00 a.m. to 5:00 p.m. or printed from the CCSO website at www.columbiasheriff.org (Applications that are incomplete, missing information or faxed will not be accepted).
CONTACT INFO:	Human Resources Division, Columbia County Sheriff's Office 4917 East US Hwy 90, Lake City, FL 32055 Office: 386-758-2130

EQUAL EMPLOYMENT OPPORTUNITY