

COLLIER COUNTY, FLORIDA CLASSIFICATION SPECIFICATION

CLASSIFICATION TITLE: IT SUPPORT SPECIALIST

PURPOSE OF CLASSIFICATION

The IT Support Specialist works closely with IT staff to provide technical support and assistance to all staff located within the Supervisor of Elections office. This person will work with a wide variety of elections industry specific technologies to include hardware, software, programming, printers, and applications. In addition, this person will be providing support and assistance for non-election industry networking technology to include workstations, servers, printers, etc.

ESSENTIAL FUNCTIONS

The following duties are normal for this position. The omission of specific statements of the duties does not exclude them from the classification if the work is similar, related, or a logical assignment for this classification. Other duties may be required and assigned.

The primary areas of responsibility for the IT Department include Network and associated Infrastructure, Hardware and Software Support, Database Administration, Daily Backup and Recovery, Disaster Recovery, Voting Equipment and Related Technologies to include Ballot Design and Tabulation, a variety of Programs, and Geographic Information Systems.

The IT Support Specialist's duties include hardware support including but not limited to, file servers (virtual and physical), storage (SAN and NAS), workstations (desktops and laptops), switches, printers, and scanners (image and barcode). Support also includes all election related equipment. Software support includes software applications for both election and non-election related software products. Applications include but are not limited to a variety of Microsoft applications (Windows 7 & 10, SQL, Access, Excel, Outlook, Power Point, Projects, Visio, Word), Adobe products (Acrobat, Reader) Photo Shop, as well as industry specific voter registration software. Other responsibilities include a variety of administrative tasks such as reports and logs. Accuracy and attention to detail is crucial.

ADDITIONAL FUNCTIONS

Performs other related duties as required.

In the event of a declared state of emergency, employees in this classification may be called to work during days or hours other than those for which they are regularly scheduled.

This position may require overtime work including weekends depending on projects, in addition to unexpected overtime as a result of systems related issues. Workload increases significantly during an election cycle and as such, longer hours will be required to ensure deadlines are met.

MINIMUM QUALIFICATIONS AND APTITUDES

The successful candidate should have a two or four year degree with training emphasis in computer science, information systems or a related field; supplemented by at least one year of experience providing technical support to information system users. Current industry certifications desired.

Personal skills include written communication, able to express yourself clearly in writing; verbal communication, expressing your ideas clearly and confidently in speech; flexibility, adapting successfully to changing situations and environments; teamwork, working confidently within a group; planning and organizing, able to plan activities and carry them through effectively; and investigating, analyzing and problem solving, gathering information systematically

Collier County Supervisor of Elections

Grade 17 Exempt

to establish facts and principles. Ability to multi-task and work well in a fast paced, high stress environment.

Tasks require the ability to exert very moderate physical effort in light work, typically involving some combination of stooping, kneeling, crouching and crawling, and which may involve some lifting, carrying, pushing and/or pulling of objects and materials of moderate weight.