



MIKE FASANO

TAX COLLECTOR/PASCO COUNTY/FLORIDA
POST OFFICE BOX 276/DADE CITY, FLORIDA 33526-0276

Job Description

JOB TITLE: PC Support Specialist I-II-III

General Description

Moderately complex technical support position. Includes the operation, maintenance, and installation of information systems, hardware, software, application, and procedures.

Essential Functions

Note: Depending on assigned area of responsibility, employees in this position may perform some or all of the activities described below.

Ability to perform the following, with or without a reasonable accommodation under the ADA:

- Operate and utilize Personal Computers, operating systems, procedures, and application software.
- Utilize network platforms and telecommunications software.
- Utilize applications including Microsoft Word and Outlook and active directory and user profiles.
- Install equipment which may require climbing, balancing, stooping, kneeling, crouching, crawling, reaching, pushing, pulling, and lifting.
- Lift up to 50 lbs.
- Stand, sit, or otherwise remain stationary for extended periods of time.
- Travel to all branch offices.
- Knowledge of:
 - Information processing principles, methods, and procedures.
 - Office policy, rules, and regulations.
 - Applicable laws, codes, and ordinances.
 - Current Windows server software.
 - Active directory and user profiles.

Job Duties

- Install, relocate, transport, and set up Local Area Network (LAN) personal computers, printers, and associated equipment.
- Assist the System Engineer with all associated projects.
- Provide basic training for users in the use of Personal Computers and the beginning applications.
- Instruct users in the proper operation and maintenance of sensitive equipment.
- Prepare equipment for operation, configure systems, perform specialized operations such as system recoveries and system backup.

- Participate in basic to intermediate user workstation problem resolution and change requests for LAN and Personal Computer systems.
- Initial problem definition and clarification through diagnostic testing and/or instructions for senior staff and follow through to resolution.
- Guide users through correct action steps.
- Determine and resolve basic Personal Computer related problems.
- Perform standard system installations with minimal supervision.
- Troubleshoot and resolve routine software, hardware, and network problems.
- Train others in basic computer operating procedures.
- Perform limited new application programming and modifications to existing programs using common micro computer programming language software.
- Advise management on applications to assist department operations.
- Restock workplace with required items.
- Assist other departments, offices, and governmental agencies as required.
- Assist in maintaining a clean workplace.
- Assist the public in person and via telephone or mail.
- Perform other duties as required.

Attendance

- 40 hours weekly.
- Monday through Friday.
- Saturday on rotating basis.
- Rotating on call, including the weekends.

Minimum Qualifications

- Valid Florida driver's license.

Preferred Experience

- Associate in Computer Information Technology degree or related field.
- One (1) year experience configuring microcomputer systems, installing software, and maintaining and troubleshooting hardware.
- RHEL Linux experience.
- Microsoft Certified Engineer designation.

A comparable amount of education, training, skills or experience may be substituted for the minimum qualifications.

Disclaimer

The offices of Mike Fasano, Pasco County Tax Collector prides itself on outstanding customer service and servant leadership. The Pasco County Tax Collector Office serves numerous individuals with a wide range of personalities, ethnicities, cultural and religious backgrounds, ages, disabilities and languages. Upon assuming this role with the Pasco County Tax Collector's Office, the employee will be expected to provide and meet the excellent customer service standard the Pasco County Tax Collector's Office upholds to every customer the employee serves and interacts with.