



**MICHAEL J. SATZ
STATE ATTORNEY**

SEVENTEENTH JUDICIAL CIRCUIT OF FLORIDA
BROWARD COUNTY COURTHOUSE
201 SE SIXTH STREET
FORT LAUDERDALE, FL 33301-3360

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*** NOTICE OF AVAILABLE POSITION ***
Part-time IT Help Desk Specialist
(20 hours weekly)
\$12.00 hourly rate of pay

Join the State Attorney's Office team. This is an entry level position and the working hours can be flexible during the Monday through Friday work week.

This help desk specialist must exhibit the ability and understanding of computer hardware and software including Microsoft Office. Strong communication and troubleshooting skills are essential as the help desk specialist must effectively communicate solutions to both technical and non-technical individuals. This position is ideal for a methodical problem-solver with an aptitude for learning and quickly adapting to new skills. Patience, resourcefulness and a desire to help others are desirable virtues in this technical support role. Other responsibilities will include printer, scanner, client copier software installation and Microsoft tablet support.

Typical day-to-day duties for this IT help desk position include the following:

- Diagnose computer errors and provide technical support.
- Troubleshoot software, hardware issues.
- Train end-users how to setup and use new technologies.
- Install, configure and upgrade PC software and operating systems.
- Provide Remote technical support over the phone.
- Use Microsoft remote control application to take control of end users computers to troubleshoot, diagnose and resolve complex issues.

2 Years of college or prior help desk experience is required.

Please submit a completed State of Florida Application (www.sao17.state.fl.us) to:

Renata Annati, Human Resources Director
State Attorney's Office
201 SE 6th Street, Room 660C
Ft. Lauderdale, FL 33301
954-831-5974

Please visit our website at www.sao17.state.fl.us for additional employment information.

The State Attorney, Seventeenth Judicial Circuit, is an *Affirmative Action/Equal Employment Opportunity Employer*.