



**MICHAEL J. SATZ  
STATE ATTORNEY**

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

(954) 831-6955

---

**\* NOTICE OF AVAILABLE POSITION \***  
**IT Help Desk Specialist**  
**Full Time – Monday through Friday, 8am to 5pm**

---

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](http://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](http://www.sao17.state.fl.us) for additional employment information.

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