

Supervisor of Elections Office, Leon County FL
Job Description

Position: Information Technology Specialist

Position Pay Grade: 85

Hiring Target: \$40,000-\$50,000

Apply online at www.LeonVotes.gov/Jobs

The Supervisor of Elections is an EEO/ADA employer

GENERAL DESCRIPTION:

The Information Technology Specialist provides support for a wide variety of technology, primarily specializing in computer hardware. This technical support position, as part of the information technology team at the Leon County Supervisor of Elections Office (SOE), deploys computer images, provides support for desktop computers, and assists with security and protection of SOE technology and infrastructure. The role is ideal for dynamic, self-motivated IT professionals who are focused on providing outstanding internal customer service to coworkers across project teams. Success in this position requires experience with Windows desktops and applications, along with installing and maintaining peripheral hardware such as printers, scanners, and bar code readers. Experience in multimedia and video production and editing is a desired area of proficiency, but not a core responsibility or a disqualification from consideration for this position.

This position requires occasional technical support hours outside the traditional business schedule to monitor and maintain functionality, continuity, and the security of SOE computers and network systems.

The Information Technology Specialist must be able to work under pressure, maintain flexible hours, complete tasks in a timely manner, and be able to work overtime during election cycles. Some out-of-town travel may be required for participation in training, user groups, and certifications. Work is performed under the general direction of the IT Director and/or other IT team members. Work is sometimes physically demanding and requires reliable personal transportation. On-call support may be required during and occasionally after hours.

DUTIES:

- Install, configure, and troubleshoot desktop computers, peripheral equipment, mobile devices, and software.

Our mission is to provide outstanding voter services and accessible elections
in Leon County with integrity, transparency, and accuracy.

- Responsible for maintaining and deploying images for staff computers.
- Provide desktop support on Windows machines. Install software on Windows desktops, tablets, printers, and smartphones.
- Assist in the planning, staging, and deployment of all computer and network systems and technologies necessary to conduct elections; ensure that systems stay functional across all Early Voting sites and polling locations.
- Complete user-generated support requests through an internal tracking system.
- Provide support for cloud-based technology (primarily products in Office 365) for employees.
- Work with vendors to resolve technical problems with desktop computing equipment and software.
- Assist with tracking and asset management for SOE equipment and inventory.
- Assist with creation and maintenance of user manuals and documentation for technical processes.
- Collaborate across all project teams on technical support, quality assurance initiatives, and opportunities for ongoing innovation.
- Work with other team members to create and edit multimedia and video content for staff orientation and training videos.
- Perform other tasks as required.

REQUIRED SKILLS AND EXPERIENCE:

- Proficiency in Microsoft Desktop-based technologies, including system performance monitoring.
- Experience installing software, patches, and updates on desktops, laptops, tablets, and smart phone devices.
- Strong knowledge of MS Office Suite of products.
- Experience troubleshooting basic network, software, and printing problems.
- Must be able to work long hours over consecutive days during election cycle.
- Must possess a valid driver's license and favorable driving record by hire date.
- Must have reliable transportation.
- Must be able to push, pull, move and/or lift a minimum of 25 pounds to a minimum height of 5 feet with or without mechanical aid.
- Must be able to work seated or standing for extended periods of time, sometimes on hard surfaces.

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- Must be able to accurately perform repetitive tasks with little supervision.

DESIRED SKILLS AND EXPERIENCE:

- Desktop imaging utilizing Microsoft Deployment Services and Microsoft Deployment Workbench.
- Experience with Smartsheet software platform.
- Experience with multimedia and video content creation and editing.
- Experience with cloud-based technology solutions and applications.
- Knowledge of the state-wide Florida Voter Registration System (FVRS).
- Documenting procedures and creating end-user guides.

TRAINING, BACKGROUND, AND EXPERIENCE:

Bachelor of Science degree and 1-2 years professional experience in a technical field is required. (Related professional experience may be substituted for education on a year-for-year basis.)

- Microsoft 365 Certified: Modern Desktop Administrator Associate or equivalent certification is preferred
- Due to security thresholds for the Information Technology Specialist position and the location of secure servers, successful applicants will be required to pass a level 4 Criminal Justice Information Services (CJIS) background check as a condition of employment.

WHO WE ARE

The Leon County Supervisor of Elections Office is nationally recognized in the elections industry as an established leader in elections transparency, security, and innovation. Staff in this office must be flexible and resilient to navigate the ebb and flow of rigorous election cycles and remain committed to the mission of the office and be accountable to the community of Leon County.

Our office offers a competitive benefits package and employee-forward policies similar to the Leon County's Board of County Commissioners. Options include health, dental, vision, and life and supplemental insurance. Employees are enrolled in the Florida Retirement System (FRS) and can choose to participate in deferred compensation plans. Annual and sick leave, parental leave, and compensatory leave are also among the features of employment.

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