

The Juvenile Welfare Board of Pinellas County (JWB) has been making the health, safety, and well-being of our county's children a priority for 75 years. We invest in partnerships, innovation, and advocacy to strengthen Pinellas County children and their families.

JOB OPPORTUNITY DECEMBER 13, 2024

The Juvenile Welfare Board offers a comprehensive benefits package, including medical, vision, dental, and life insurance as well as vacation and sick leave, tuition reimbursement, and participation in the Florida Retirement System among other benefits.

Position Title: IT Support Specialist Department: Information Technology (IT)

Reports To: Associate Manager of Information Technology FLSA Status: Non-Exempt

Pay Grade: 103 **Hiring Range:** \$22.70-\$30.07/Hourly (\$47,218.17-\$62,564.07/Annually)

Salary commensurate with experience

Position Purpose:

Provide support to the IT Department and JWB staff to ensure staff have the technical resources needed to operate effectively. This position provides a variety of IT support tasks including basic troubleshooting, providing access and instructions to several software packages, providing fundamental IT information to new employees during orientation, running technology during JWB Board meetings and other support activities.

Working Conditions:

• JWB staff shall reside within the Tampa Bay area. Physical presence at the JWB building and other sites in Pinellas County is required to perform key responsibilities.

Responsibilities:

- Manages all technology, including PowerPoints, videos, recordings, and telephone access, during the monthly JWB Board
 meetings and other public meetings as needed.
- Administers and provides technical support on all audio and video equipment in the building, which includes setup, troubleshooting, and managing the master control of audio and video equipment within all conference rooms at JWB for both internal staff and visitors.
- Provides technical support for SharePoint and Service Point users both internally and externally with new user setup, user access, help desk support, and troubleshooting access issues.
- Assists in the management of sites, libraries, security groups, and lists within JWB's SharePoint
- Provides one-on-one or small group technical training for JWB users for Office 365 Applications, Teams Room usage, SharePoint, and JWB's password management software.
- Maintains accountability for IT purchasing, which includes obtaining quotes for approved purchases, ordering, receiving, and distributing acquired materials as appropriate.
- Pay invoices for IT, document expenses, and reconcile purchase card.
- Performs in-person first day orientation for new employees, temporary employees, and interns to ensure they have access
 to needed software and hardware, entrance access to the building, attend required IT training and ensure the orientation
 paperwork is complete. Acts as the primary administrator for various JWB third-party software systems.
- Conducts routine audits to ensure IT security and other general protocols are followed in accordance with the JWB Information and Technology User and Technical policies, which includes audits for user access to SharePoint and software licensing.
- Assists in the management of JWB inventory, which includes maintaining processes and tracking, disposing, and monitoring of all fixed assets and trackable items both during the annual process and throughout the year, as purchases are made and items are moved, in conjunction with the accounting department and IT Management.
- Provides technical support for all printers and copiers throughout JWB and works with vendors as necessary to escalate issues and order supplies.
- Creates and updates IT forms and instruction sheets as required.
- Maintains IT vendor list.
- Maintains IT incident report log and ensures staff fill out appropriate forms for incidents.
- Escalates higher level technical support issues to the appropriate IT staff.
- Assists with scheduling IT training sessions for JWB staff.
- Acts as a backup for the administration of the JWB Flex system.
- Uploads, classifies, retrieves, and maintains documents in accordance with established Unit/Department record management procedures while adhering to State Law.
- Works cooperatively with the Facilities and Stockroom Coordinator to be their backup for facility related matters as needed, including set-up and tear-down of conference rooms and receiving, reviewing and inventorying incoming orders
- Works cooperatively on inter-departmental teams through the support of established team objectives and timeframes.
- Performs related work as assigned or required.

Specifications:

Associate's degree or vocational degree in Informational Technology, business related field, or relevant field plus two

years of related experience, or a high school diploma with a minimum of four years of direct experience in technical administration and IT support.

- Two or more years of experience in MicroSoft365 access and site administration.
- Demonstrated knowledge and experience in Windows operating systems and troubleshooting with laptops, printers, copiers, software, and audio/video (Teams rooms) equipment.
- Advanced skill level in Microsoft Office products.
- Skills in customer service and training.
- Ability to stand sit or walk, climb, kneel, crouch, or crawl frequently and move or lift boxes up to 50 pounds.
- Ability to communicate effectively both verbally and in writing.

Additional Requirements:

- Successfully pass a Level 2 background screening as required by Ch. 435 Florida Statutes.
- Possess a valid driver's license and/or access to reliable transportation.

Interested applicants, please submit resumes by Friday, January 3, 2025: Juvenile Welfare Board of Pinellas County, Attn: Human Resources Unit 14155 58th Street N. Clearwater, FL 33760

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Certain service members and veterans, and the spouses and family members of the service members and veterans, receive preference and priority in employment by the state and are encouraged to apply for the positions being filled.

Applicants interested in claiming Veterans' Preference please apply at: www.jwbpinellas.org
All applicants are advised that applications in Florida become a matter of public record upon receipt