

HILLSBOROUGH COUNTY SHERIFF'S OFFICE

DAVID GEE, SHERIFF

Tampa, FL



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Job Title: Software Specialist I
Job Code: W0573
Pay Grade: WO
Exempt: Yes
Probation: Twelve-month initial probationary period

Job Overview

Perform duties providing technical assistance to users of personal computers, networks, mini computers, or mainframe computers and peripheral devices to include maintaining and troubleshooting operating, communications, and applications and/or systems software and peripheral devices.

Job Duties and Responsibilities

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position. Depending on assigned area of responsibility, incumbents in the position may perform some or all of the activities described below.

- Install, test, and maintain software applications on personal computers, networks, or mini/mainframe computers; document software use standards.
- Use network operating system software to create and maintain networks of personal computers.
- Support department and function specific automated programs, multiple operating systems, and ensure access to the Internet.
- Write and implement programs, macros, and batch files using computer languages; troubleshoot problems and take corrective action.
- Create and maintain library of client files on backup tapes in accordance with established standards.
- Manage computer inventory and set-ups and maintain images for workstations, laptops, tablets, etc.
- Read computer hardware and software product literature and specifications, evaluate utilities, and make recommendations concerning purchases; may investigate in detail with vendor.
- Assists with the design, programming, and maintenance of software.
- Write and edit software and hardware manuals for system users.
- Review existing system documentation for clarity and completeness and recommend changes.
- Receive calls from clients reporting hardware or software failures or problems and provide guidance for their quick resolution.
- Establish and maintain records of hardware and software failures using problem management system to track problem trends and provide input to management for their prevention.
- Recommend or provide training to computer hardware and software users to enhance their knowledge and capabilities.
- Assist in the preparation and publication of informational newsletters for users.
- Drive a vehicle to remote locations to deliver, pick up, install, and/or troubleshoot equipment problems.
- Perform other related duties as required.



Knowledge, Skills, and Abilities

- Considerable knowledge of software applications installation, operation, testing, and maintenance methods and techniques.
- Working knowledge of computer hardware components.
- Working knowledge of Agency standards for hardware and/or software.
- Working knowledge of applicable computer technical publications and reference material.
- Skill in communicating technical information to non-technical users.
- Skill in systematic problem solving.
- Skill in developing, reviewing, and editing documentation.
- Skill in the use of mainframe, mini, or networking hardware.
- Ability to analyze and solve routine computer related problems.
- Ability to establish and maintain effective working relationships with others within and outside the organization and work collaboratively in a team environment.
- Ability to train others.

Minimum Qualification(s)

Note: Applicants must meet the following requirement(s) to be considered minimally qualified for the job.

A Bachelor's Degree (or higher) from an accredited college or university with a major in a computer technology field; and

One year of experience installing, configuring, and supporting computer hardware and software technologies.

OR

An Associate's Degree from an accredited college or university with a major in a computer technology field; and

Two years of experience installing, configuring, and supporting computer hardware and software technologies.

OR

Graduation from High School or possession of a GED Certificate; and

Three years of experience installing, configuring, and supporting computer hardware and software technologies.

Additional Requirements

- Possession of a valid Florida driver's license at time of employment. Driving history will be thoroughly reviewed and may be grounds for disqualification.
- No illegal drug sale within lifetime.
- No illegal drug use within the past 36 months.
- No illegal drug use after 30 years of age.
- No felony convictions within lifetime.
- No misdemeanor convictions involving perjury, false statement, or domestic violence within lifetime.
- Prior military personnel must not have a dishonorable discharge from any branch of the United States Armed Forces, the United States Coast Guard, National Guard, or Reserve Forces.
- Successful completion of a criminal background investigation or update including polygraph, reference/employment/neighborhood checks, and medical evaluation.