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
July 13, 2023

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: Director of Information Technology
FLSA Status: Non-Exempt
Pay Grade: 103
Hiring Range: $22.26-$29.48/Hourly ($46,292.32-$61,331.87/Annually)
Salary is commensurate with experience

Position Purpose:
Provide support to the IT Department and JWB staff to ensure applicable IT policies and procedures are carried out and staff have the technical resources needed to operate effectively. This position provides a variety of basic IT tasks including providing access and instructions to several software packages, providing fundamental IT information to new employees during orientation and supporting the IT department with general administrative tasks.

Key Responsibilities:
- Provides direct support to the Director of Information Technology as needed to ensure the policies and procedures for the department are carried out.
- Provides basic access, general guidance and software support to several JWB systems including SharePoint, building reservation software, and ServicePoint.
- 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.
- Administers 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.
- Runs PowerPoints, videos, recordings, and telephone access during the monthly JWB Board meetings and other public meetings as needed.
- Provides technical support and setup for laptops, Wi-Fi, and Teams Rooms in the conference rooms for both staff and visitors.
- Works with St. Pete College to provide staff with access to the building and coordinate front door access as needed.
- 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, and physical building/server room access.
- 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 the Director of IT.
- Provides technical support for all printers and copiers throughout JWB and works with vendors as necessary to escalate issues and order supplies.
- Deploys, troubleshoots, and tracks JWB-assigned MIFI’s, as necessary.
- Creates and updates IT forms and instruction sheets as required.
- Maintains accountability for IT purchasing, which includes obtaining quotes, ordering, receiving, and distributing acquired materials as appropriate.
- Pay invoices for IT, document expenses, and reconcile purchase card.
- Access security cameras as needed to review or find video footage related to building incidents or accidents.
- Maintains IT vendor list.
- Maintains IT incident report log and works with employees to get replaced equipment and fill out appropriate forms for incidents.
- Maintains hoteling offices and assists staff and external partners with room reservations as needed.
- Escalates higher level technical support issues to the appropriate IT staff.
- 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 Coordinator to be their backup for facility related matters as needed.
- 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 one year of related experience, or a high school diploma paired with a minimum of three years of direct experience in technical
administration and IT support.

- Basic knowledge of technology, operating systems, computer security, printers, copiers and software troubleshooting
- Advanced skill level in Microsoft Office products.
- Knowledge of the general functions of SharePoint and basic SharePoint access and administration.
- Skills in customer service and training.
- 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.

**Working Conditions:**

- JWB staff shall reside within the Tampa Bay area. Physical presence at the JWB building and other sites in Pinellas County may be necessary to perform key responsibilities.

Interested Applicants, please submit resumes by Monday, July 31, 2023:
Juvenile Welfare Board of Pinellas County, Attn: Human Resources Unit
14155 58th Street N. Clearwater, FL 33760
email: hr@jwbpinellas.org or fax: 727-453-5610 Website: www.jwbpinellas.org

The Juvenile Welfare Board is an equal opportunity employer. The Juvenile Welfare Board is an E-Verify Employer.

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.