



**CAROLYN TIMMANN**  
CLERK OF THE CIRCUIT COURT & COMPTROLLER  
MARTIN COUNTY, FLORIDA

CONSTITUTIONAL COURTHOUSE COMPLEX  
100 SE OCEAN BOULEVARD  
STUART, FL 34994  
MARTINCLERK.COM

## Computer Technician

Pay Grade: 3

Established Date: January 2023

---

---

### HIRING RANGE

\$17.00 - \$22.00 Hourly

\$35,360.00 - \$46,200.00 Annually

### DESCRIPTION:

MARTIN COUNTY CLERK & COMPTROLLER  
CLASS DESCRIPTION

### CLASSIFICATION TITLE: COMPUTER TECHNICIAN

#### GENERAL DESCRIPTION

Under the general direction of the Director of Information Technology, this position provides the first line of desktop support and general maintenance for computer hardware and software throughout the entire organization. The position requires a working knowledge of computer hardware and software applications, including Microsoft 365, basic networking, and can provide additional technical support for various printers, scanners, and mobile devices. The successful candidate is a highly motivated, results oriented individual with a strong sense of urgency and good communication skills who responds to user/customer requests and ensures timely resolution of all assigned tickets. This is a non-exempt position under the FLSA.

#### SPECIFIC DUTIES AND RESPONSIBILITIES

##### EXAMPLES OF ESSENTIAL FUNCTIONS

Functions as the central point for all end user computer system related technical support issues.

Catalogs and records issues in the IT helpdesk ticketing system.

Provides first level problem resolution by troubleshooting and resolving routine issues.

Prioritizes and escalates service requests according to the nature of the reported problem and the potential for critical system disruptions or widespread outages impacting organizational operations.

Tracks progress of service requests and performs follow-up to ensure effective response to all requests; closes requests by documenting satisfactory resolutions.

Sets up and installs desktop computer hardware and software according to manufacturer and organizational specifications, including any necessary or related peripheral devices (scanners, printers,

etc.); provides basic training and assistance to end users on how to operate software and computer equipment.

Maintains and repairs computer hardware, software, printers, etc.; performs troubleshooting to diagnose and resolve problems (repair, replace parts, imaging, etc.); reviews and analyzes computer functions and operations for the purpose of identifying deficiencies or modification/upgrade needs; provides technical support on-site, remotely, or via phone.

Manages and maintains M365 environment and access permissions and understands Active Directory environments.

Maintains current and working knowledge of a variety of computer operating systems and software programs including, but not limited to, proprietary court and land recording applications, word processing, spreadsheet, desktop publishing, digital presentation, internet and email.

Maintains positive and professional working relationships with colleagues and staff of the Clerk of the Circuit Court, the Board of County Commissioners, Constitutional Officers, and the general public.

Comes to work and works the regular schedule and shift for the position; maintains established organizational/departmental productivity standards and performs related duties as directed.

Is responsible for asset management and inventory best practices.

Complies with all personnel policies and procedures.

## **MINIMUM TRAINING AND EXPERIENCE**

This position requires a minimum of a high school diploma or GED supplemented by one to two years of recent and relevant experience. A related degree with a concentration of study in Computer Science or Information Technology preferred.

Ability to have strong written and oral communication skills

Ability to have knowledge of Clerk of Court case management systems

Ability to have knowledge of land recording systems

Ability to have knowledge of network systems administration

Ability to have knowledge of Microsoft 365

Ability to have knowledge of Active Directory

Ability to have knowledge of inventory management.

## **ADA COMPLIANCE**

**Physical Ability:** Tasks involve the ability to exert light physical effort in sedentary to light work, but which may involve some lifting, carrying, pushing and/or pulling of objects of light weight (5-25 pounds). Tasks may involve extended periods of time at a keyboard or work station.

**Sensory Requirements:** Some tasks require the ability to perceive and differentiate visual cues or signals. Some tasks require the ability to communicate orally.

**Environmental Factors:** Tasks are performed mostly indoors, but may be subject to infrequent exposure to adverse environmental conditions.

In compliance with the Americans with Disabilities Act the Martin County Clerk of the Circuit Court & Comptroller will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

### **Equal Employment Opportunity**

The Martin County Clerk of the Circuit Court & Comptroller is an Equal Employment Opportunity employer which means we will not discriminate against any perspective or current employee based on race, color, religion, sex, disability, age, sexual orientation, gender identity, national origin, veteran status or genetic information.