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% of Time	Essential Duties and Responsibilities
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**Non-Essential Duties and Responsibilities:**

**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED FOR THE POSITION:**

**Knowledge of:**

- Basic LAN/WAN networking
- Desktop operating systems
- Internet technologies and products

**Skilled in:**

- Effective Customer Service
- Computer hardware, software, and network troubleshooting and repair
- PC peripheral troubleshooting and repair
- Microsoft Windows Operating Systems
- Microsoft Office
- Web Browsing

**Ability to:**

- Deliver technical customer support over the phone in a call center environment
- Identify, troubleshoot and resolve a wide range of technical computer related problems
- Communicate effectively and professionally, both verbally and in writing with staff and the public
- Accurately track and document service desk calls
- Track and report time
- Interpret policies and procedures
- Work in a team environment

**MINIMUM EDUCATION AND WORK REQUIRED FOR THE POSITION:**

**Required Minimum Education:**

High School Diploma (or its equivalency).

**Required Minimum Professional Work Experience:**

One (1) or more years of experience with one or more of the following: Microsoft Windows, Microsoft Office, IBM Lotus Notes; Familiarity with: Various Microsoft Windows applications and utilities. Previous customer service experience.

**Required Licensure Certification(s):**

N/A

**Other Job Related Requirements for the Position (e.g., work schedule, physical and mental requirements, language requirements, overtime, travel, use of equipment/machines, etc.):**

- Work Schedule: Normal business hours are 8:00 a.m. - 5:30 p.m. Mon-Fri (occasional nights and/or weekends).
- Minimal travel requirements. Potential travel times include: Training, Conferences and Software Implementation

- Ability to sit for long periods of time, hear and converse over the telephone, and key/work frequently on a computer.
- Ability to lift 5 to 20 lbs.

**Additional Information:**

N/A

*This job description is not a contract for employment and The Florida Bar reserves the right to make any necessary revisions on the job description at any time without notice.*