



Job Title:	Broadcast Technician and Help Desk		
Department/Group:	City Manager's Office	Supervisor:	City Manager
Location:	Madeira Beach City Hall 300 Municipal Drive Madeira Beach, FL 33708		
Level/Salary Range:	\$18.00 – \$28.00/hour	Position Type:	Full-Time
HR Contact:		Date Posted:	
External Posting URL:	www.madeirabeachfl.gov	Posting Expires:	
Applications Accepted By:			
FAX OR E-MAIL: (727) 399-1131 OR humanresources@madeirabeachfl.gov Subject Line: Attention: Human Resources – Recruiting		MAIL: City of Madeira Beach 300 Municipal Drive Madeira Beach, FL 33708	
Job Description			
<p>ROLE AND RESPONSIBILITIES</p> <p>This position is our frontline in-house Help Desk and is responsible for providing technical support for city staff and hosting the live stream broadcasting of all Commission Meetings and other required public meetings. This position will work with our outsourced information technology group to ensure seamless operations as much as possible, while assisting remotely and/or on-site from initial contact through troubleshooting and research to final problem resolution.</p> <ul style="list-style-type: none"> • Responsible for initial assessment, triage, research, and resolution of basic incidents and requests regarding the use of hardware and software products and/or infrastructure components. • Responsible for collecting information, accessing support tools, and additional support staff (service resources) if needed. • Other duties as assigned. <p>QUALIFICATIONS AND EDUCATION REQUIREMENTS</p> <ul style="list-style-type: none"> • A high school diploma or GED is required. • The applicant must also possess a valid Florida Driver's License or be able to obtain one upon employment. • 2+ years of Help Desk support experience desired but not required. • 2+ years of Customer Service experience desired but not required. • 2+ years of Live Meeting audio and visual broadcasting/streaming desired but not required. 			

**PREFERRED SKILLS**

The following skills are necessary to perform this position:

- Strong customer service orientation and proven organizational and interpersonal skills.
- Microsoft Windows Operating system
- Microsoft Office applications (Outlook, Word, Excel, PowerPoint)
- Basic network support and understanding of network technologies (LAN, WAN, wireless)
- Computer hardware support and troubleshooting issues with laptops, desktops, and printers.
- Printer support setup and troubleshooting printer issues.
- Live Streaming A/V Support

PHYSICAL / WORKING REQUIREMENTS

- This position will take place at City Hall and will mostly be at the City Manager's office and may need to provide on-site support at different locations throughout the city. Position is required to be able to lift or carry items up to 75 pounds.

ADDITIONAL NOTES

Requires the mobility and manual dexterity to work in a standard office environment, use standard office equipment and attend off-site meetings; speech and hearing to communicate in person and by telephone; vision to read handwritten and printed materials and a computer screen; and strength and agility to lift and carry items weighing up to 20 pounds. Some accommodations may be made for some physical demands for otherwise qualified individuals who require and request such accommodations.

ADA COMPLIANCE:

The City of Madeira Beach, Florida is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the City will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

The statements noted above are intended to describe the general nature and level of work being performed and are not to be construed as a comprehensive list of responsibilities, duties and skills required. These statements are subject to change at the discretion of the employer.

Cover letters and resumes may be included but are not accepted in lieu of application form. All applications will become public record under Florida law.

AA/EOE/DFWP

Submit completed application for employment to: Human Resources Coordinator
300 Municipal Dr. Madeira Beach, FL 33708 or humanresources@madeirabeach.com