



City of Madeira Beach Position Description

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		
Level/Salary Range:	\$13.03 - \$24.95	Position Type:	Part-Time
HR Contact:	727-391-9951	Date Posted:	10/27/2020
External Posting URL:	www.madeirabeachfl.gov	Posting Expires:	Open until filled
Applications Accepted By:	Fax: 727-399-1131		Email: humanresources@madeirabeachfl.gov

ROLE AND RESPONSIBILITIES

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.

Responsibilities include initial assessment, triage, research, and resolution of basic incidents and requests regarding the use of hardware and software products and/or infrastructure components. This position is responsible for collecting information, accessing support tools, and additional support staff (service resources) if needed. Other duties as assigned

QUALIFICATIONS, EDUCATION AND TRAINING REQUIREMENTS

- 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.

KNOWLEDGE/SKILLS/ABILITIES/PREFERRED SKILLS

- 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

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.

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. All applications will become public record under Florida law.

NOTE: Reasonable accommodation considerable will be made for otherwise qualified individuals with a disability.

Cover letters and resumes may be included but are not accepted in lieu of application form.

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AA/EOE/DFWP

Submit completed application on the city website or email to: humanresources@madeirabeachfl.gov