



CHIEF JUDGE
Daniel B. Merritt, Sr.
 CIRCUIT JUDGE
 FIFTH JUDICIAL CIRCUIT OF FLORIDA
 20 NORTH MAIN ST., ROOM 432
 BROOKSVILLE, FLORIDA 34601-2849

DIANE HAGERT
 JUDICIAL ASSISTANT

HERNANDO COUNTY COURTHOUSE
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October 13, 2011

Bradley Arnold, County Administrator
 Sumter County Board of County Commissioners
 7375 Powell Road
 Bushnell, FL 33513-6146

Dear Mr. Arnold:

Please consider this request the Judiciary's formal request to the Sumter County Board of County Commissioners to fund a User Support Analyst Position for the Fifth Judicial Circuit.

According to the Florida State Courts Systems Class Specification, the User Support Analyst Position hiring salary starts at \$39,708.48, not including FICA, Retirement, Health Insurance, and Workers' Compensation. Currently, in the Sumter County Budget there is an established sixty-thousand (\$60,000) dollar budget in Line Item 129-260-713-3400 to support Information Technology, which should be used to fully fund this request.

Historically, this funding source was established in lieu of a county-funded User Support Analyst position. However, with the increased, rapid growth of Sumter County and increased case filings, it is no longer practical or feasible to have a County in the Fifth Circuit without a county funded, full time User Support Analyst on staff. The job duties of the User Support Analyst position includes the installation and support of computer networks, software, computer systems support and equipment, routine maintenance associated with the circuit's area network of the Fifth Judicial Circuit Court.

Pursuant to 28.24(12)(e)(1), 29.008(1)(f)(2), and (h) Florida Statutes, the legislature established a method of funding this position through a \$2 filing fee (hereinafter referred as the "recording fee"). This fee is then distributed to the Board of County Commissioners to be used exclusively for funding court-related technology, for the state trial courts, for the state attorney, and for the public defender.

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 Admin Div 1-Brack _____
 Com Svcs Div _____

The authority for the User Support Analyst position is pursuant to Section 29.008(1)(f)(2), Florida Statutes which designates a portion of this recording fee revenue source to be used for all computer networks, systems and equipment, including computer hardware and software, modems, printers, wiring, network connections, maintenance, support staff or services including any county-funded support staff located in the offices of the circuit court.

The User Support position will provide support for citizens and litigants in multi-use courtrooms, hearing rooms, mediation rooms, video teleconferencing equipment associated with jail courtrooms, judges, magistrate, child support hearing officer, Guardian Ad Litem program, senior judges and support staff in the Sumter County Courthouse.

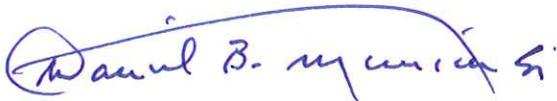
In the other four counties of the Fifth Judicial Circuit, each county has county-funded User Support Analyst position to provide technology support for the Judiciary, for citizens, and for litigants. Currently, Sumter County is the only county in the Fifth Circuit that does not have a county-funded User Support Analyst position despite the rapid growth, increased case loads and population increase in Sumter County. The judiciary and citizens should have equal access to services within the circuit.

Impeding the Fifth Judicial Circuit's adequate technology support to promote the efficient administration of justice jeopardizes the court's capabilities. Inefficient, ineffective or lack of adequate technology support is disconcerting to me as the Chief Judge of this Circuit. In that capacity and pursuant to Section 43.26(1), Florida Statutes, and s. 2(d), Art. V of the Florida Constitution, I am vested with the authority and duty to exercise administrative supervision of all trial courts within this judicial circuit. Further, it is my responsibility to ensure uniformity, compliance with the law and oversight of all judicial officers and staff circuit-wide. It is of the utmost importance that Sumter County conform with all the services available throughout other areas of this Circuit.

Clearly, it is in the best interest of the Sumter County, its citizens, litigants, and the judiciary to have adequate technology support.

I look forward to working with you regarding this request. If you have any questions regarding this matter, please feel free to contact me at (352) 754-4221.

Sincerely,

A handwritten signature in blue ink that reads "Daniel B. Merritt, Sr." with a stylized flourish at the end.

Daniel B. Merritt, Sr.
Chief Judge
Fifth Judicial Circuit

cc : Honorable William H. Hallman, Administrative Judge
Board of County Commissioners, Sumter County
Grace A. Fagan, General Counsel

Enclosure:
User Support Analyst Job Description

**Florida State Courts System
Class Specification**

Class Title: User Support Analyst

Class Code: 4210

Pay Grade: 101

General Description

The essential function of the position within the organization is to maintain, troubleshoot and provide assistance with operations of Windows servers, workstations and telephones. The position is responsible for supporting networks, assisting end users in maintaining web/intranet site content, supporting system user computer needs, troubleshooting and upgrading hardware and software, maintaining the Courts System e-mail operations, monitoring network backup, monitoring virus protection functions, and researching new technology. The position works under general supervision of a Senior User Support Analyst or independently developing work methods and sequences.

Examples of Work Performed:

(Note: The examples of work as listed in this class specification are not necessarily descriptive of any one position in the class. The omission of specific statements does not preclude management from assigning specific duties not listed herein if such duties are a logical assignment to the position.)

Troubleshoots, analyzes and resolves computer hardware, software and communication problems; uses diagnostic software and technical troubleshooting processes; corrects and reports any anomalies.

Troubleshoots, analyzes and resolves VoIP (IP Telephony) hardware and software problems/issues; uses diagnostic software and technical troubleshooting processes; work with network staff to resolve problems as required.

Maintains the Courts System e-mail operations; adds new users to the domain and monitors daily operations.

Manages PC's and laptops; installs, configures and provides support for desktops, laptops, printers and peripherals; provides user training as required.

Provides software and hardware upgrades to ensure efficient system operations for users.

USER SUPPORT ANALYST

Researches and installs new software on workstations as needed; manages and programs network telephone systems; adds/configures new users and troubleshoots mailbox problems.

Performs/monitors network backup; manages virus protection functions to ensure security of the system.

Assists End Users with maintaining the Courts System web and intranet sites, including publishing court documents online and updating sites.

Supports miscellaneous equipment, such as audio-visual; court cell phones, laptops, troubleshoots and corrects problems.

Performs clerical tasks, such as maintaining records of computer equipment of responsibility, preparing requisitions or memoranda, or preparing routine or special activity reports.

Competencies

Data Responsibility:

Refers to information, knowledge, and conceptions obtained by observation, investigation, interpretation, visualization, and mental creation. Data are intangible and include numbers, words, symbols, ideas, concepts, and oral verbalizations.

Coordinates or determines time, place, or sequence of operations or activities based on analysis of data and possibly executes determinations or reports on events.

People Responsibility:

Refers to individuals who have contact with or are influenced by the position.

Persuades or influences others in favor of a service, course of action, or point of view.

Assets Responsibility:

Refers to the responsibility for achieving economies or preventing loss within the organization.

Requires some responsibility for achieving minor economies and/or preventing minor losses through the handling of or accounting for materials, supplies, or small amounts of money.

Mathematical Requirements:

Deals with quantities, magnitudes, and forms and their relationships and attributes by the use of numbers and symbols.

USER SUPPORT ANALYST

Uses basic algebra calculating variables and formulas, and/or basic geometry, calculating plane and solid figures; may compute discounts, interest, ratios and proportions, and percentages.

Communications Requirement:

Involves the ability to read, write, and speak.

Reads professional publications; composes complex reports; speaks formally to groups within the organization.

Complexity of Work:

Addresses the analysis, initiative, ingenuity, creativity, and concentration required by the position and the presence of any unusual pressures.

Performs skilled work involving rules/systems with constant problem solving; requires normal attention with periods of concentration for accurate results and occasional exposure to unusual pressure.

Impact of Decisions:

Refers to consequences such as damage to property, loss of data or property, exposure of the organization to legal liability, or injury or death to individuals.

Makes decisions with moderately serious impact - affects work unit and may affect other units or citizens.

Equipment Usage:

Refers to inanimate objects such as substances, materials, machines, tools, equipment, work aids, or products. A thing is tangible and has shape, form, and other physical characteristics.

Leads or handles machines, tools, equipment or work aids involving moderate latitude for judgment regarding attainment of a standard or in selecting appropriate items, such as computers, peripherals or software programs.

Education and Experience Guidelines

Education:

Refers to job specific training and education that is recommended for entry into the position. Additional relevant experience may substitute for the recommended educational level on a year-for-year basis.

Bachelor's degree in computer science, information technology or a closely related field.

USER SUPPORT ANALYST

Experience:

Refers to the amount of related work experience that is recommended for entry into the position that would result in reasonable expectation that the person can perform the required tasks. Additional relevant education may substitute for the recommended experience on a year-for-year basis, excluding supervisory experience.

None

Licenses, Certifications, and Registrations Required:

Refers to professional, state, or federal licenses, certifications, or registrations required to enter the position.

None