

Questions?

Contact Sharmell Beckford-Richardson at sbeckford-richardson@acpafl.org or 352-338-3223



AYESHA SOLOMON
ALACHUA COUNTY
PROPERTY APPRAISER
KNOWLEDGEABLE - COMMUNITY FOCUSED - COMMITTED

IT Operations Specialist

Job Type: Full Time/Exempt

Location: Gainesville, FL

Working Title: IT Operations Specialist

Salary: \$49,655.00

Department: Information Technology

POSITION SUMMARY

Join the Alachua County Property Appraiser's Office as an IT Operations Specialist, where you'll help keep our technology infrastructure reliable, secure, and efficient. This position supports day-to-day IT operations, assists with systems administration, and helps ensure seamless technology workflows that allow our team to serve the public effectively.

The ideal candidate will be detail-oriented, solutions-driven, and eager to learn. This is an in-office position that requires regular on-site attendance. Remote or hybrid work is not available for this role.

ESSENTIAL JOB FUNCTIONS

- Maintain, monitor, and troubleshoot IT systems, hardware, and software.
- Provide technical support for users across multiple departments.
- Manage user accounts, permissions, and device configurations in Microsoft 365 and Intune.
- Assist with backups, patching, and system updates.
- Document standard operating procedures and maintain accurate asset records.
- Collaborate with engineers and analysts on IT projects, cybersecurity initiatives, and process improvements.
- Ensure timely response to help desk requests and maintain service logs.
- Support network and security compliance efforts as directed by the IT Director.
- Perform other duties as assigned or appropriate to the responsibilities of this position.

MINIMUM REQUIREMENTS

- One (1) to three (3) years of IT operations or technical support experience.
- Working knowledge of Windows environments, Active Directory, and Microsoft 365 administration.
- Strong analytical, troubleshooting, and communication skills.
- Ability to manage multiple tasks with accuracy and attention to detail.

PREFERRED QUALIFICATIONS

- Associate's or Bachelor's degree in Information Technology, Computer Science, or related field.
- Experience with cloud environments (Azure or AWS).
- Professional certifications such as CompTIA A+, Network+, or Microsoft 365 Certified: Modern Desktop Administrator Associate.
- Familiarity with ITIL or IT service management principles.
- Understanding of cybersecurity concepts and best practices.

CONFIDENTIALITY AND PUBLIC TRUST

As a government employee, you will handle sensitive and confidential information daily. Maintaining strict confidentiality, exercising discretion, and adhering to ethical standards are essential requirements of this position. Employees are expected to uphold the public trust and maintain the highest standards of integrity in all interactions.

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OTHER CHARACTERISTICS OF THE JOB

The ideal candidate demonstrates professionalism, reliability, and a strong commitment to public service. A positive attitude, courtesy, and respect for others are essential when interacting with coworkers and members of the public. Employees in this role are expected to maintain composure under pressure, exercise good judgment, and adapt to changing priorities as needed.

Dependable attendance, attention to detail, and accountability for one's work are fundamental expectations. The position also requires the ability to work both independently and collaboratively, contributing to a supportive and team-oriented work environment. Employees are encouraged to take initiative, embrace learning opportunities, and approach new challenges with flexibility and a solution-focused mindset.

WHY JOIN OUR TEAM

The Alachua County Property Appraiser's Office is committed to professionalism, teamwork, and public service excellence. Our employees enjoy:

- Comprehensive health, dental, and vision insurance through Alachua County's employee benefits program
- Florida Retirement System (FRS) participation
- Generous paid time off and 14 paid holidays per year
- Extensive training and career development opportunities to help you succeed and grow within the organization
- A supportive, inclusive, and mission-driven workplace where every employee contributes to serving our community

We are proud to maintain a workplace that values collaboration, respect, and continuous improvement — making our office not just a great place to work, but a great place to grow your career in public service.