



TENTH JUDICIAL CIRCUIT
HARDEE, HIGHLANDS, AND POLK COUNTIES
JOB ANNOUNCEMENT

OFFICIAL JOB TITLE:	Endpoint Administrator
SALARY:	\$69,000.00/annually
WORK SCHEDULE:	Monday through Friday
CLOSING DATE:	Open until filled
JOB LOCATION:	Polk County Courthouse (primary), with travel to other circuit locations as needed

GENERAL DESCRIPTION

The Endpoint Administrator is responsible for the administration, security, configuration, and lifecycle management of endpoint devices and related systems used by the Tenth Judicial Circuit, including desktops, laptops, tablets, thin clients, and mobile devices. The position focuses on centralized endpoint management platforms, software deployment, patching, compliance, and secure configuration to support reliable and secure court operations. The Endpoint Administrator works closely with User Support, Network, and Security staff to design and maintain a consistent endpoint environment that meets performance, security, and usability requirements.

The person in this position will be evaluated during the initial six-month employment period to measure skills and abilities in relation to stated performance expectations.

EXAMPLES OF WORK PERFORMED

Note: The following duties are illustrative and not exhaustive. The omission of specific statements of duties does not exclude them from the position if the work is similar, related, or a logical assignment to the position.

- Administers endpoint management platforms (e.g., Microsoft Intune, Group Policy, configuration management tools) to standardize and automate deployment and configuration of endpoint devices.
- Designs, deploys, and maintains standard images and configuration baselines for desktops, laptops, and other endpoint devices.
- Plans, schedules, and manages operating system and application patching for endpoints, monitors compliance, and addresses systems that fall out of compliance.
- Develops, tests, and deploys software packages, updates, and scripts for automated installation, configuration, and remediation.
- Implements and maintains endpoint security controls, including antivirus/EDR agents, disk encryption, endpoint firewalls, and device control settings.
- Monitors endpoint health and performance, analyzes trends, and recommends improvements to enhance reliability, user experience, and security.
- Works with User Support staff as an escalation point for complex endpoint-related incidents and problems, including those affecting multiple users or locations.
- Assists in planning and executing hardware refresh cycles, including asset inventory, imaging, deployment, decommissioning, and secure data wiping.
- Maintains accurate and up-to-date documentation of endpoint standards, configuration procedures, deployment processes, and troubleshooting guides.

- Collaborates with security and network teams to ensure endpoint configurations comply with security policies, audit requirements, and best practices.
- Participates in business continuity and disaster recovery planning and testing as it relates to endpoint devices and user access to court systems.
- Provides technical guidance and training to User Support staff related to endpoint configuration, tools, and procedures.
- Participates in technology projects involving new endpoint technologies, remote work solutions, courtroom and chambers devices, and specialized court applications.
- Performs any other related duties and tasks as applicable and necessary.

KNOWLEDGE, SKILLS, AND ABILITIES

Knowledge of:

- Windows desktop operating systems and their configuration, management, and troubleshooting.
- Endpoint management and configuration tools (e.g., Intune, SCCM, Group Policy, or similar platforms).
- Software packaging, deployment, and update methodologies.
- Endpoint security measures, including antivirus/EDR, encryption, and secure configuration standards.
- Network fundamentals as they relate to endpoint connectivity, authentication, and resource access.
- Asset management practices for tracking hardware, software, and license usage.
- Common productivity and court-related applications, including Microsoft 365.

Abilities:

- Analyze and solve complex endpoint configuration and performance problems.
- Plan, organize, and coordinate multiple tasks, projects, and deployment schedules.
- Document technical procedures clearly and maintain accurate records.
- Communicate effectively, verbally and in writing, with technical and non-technical staff, including judges and court personnel.
- Work collaboratively with User Support, Network, and Security teams, as well as vendors and external agencies.
- Maintain a high level of attention to detail, especially regarding security, compliance, and change control.
- Work flexible hours and respond to endpoint-related issues that impact critical court operations.

MINIMUM QUALIFICATIONS AND REQUIREMENTS

The person chosen to fill this position must possess the following qualifications:

- High school diploma or equivalency diploma issued by a state department of education or by the United States Armed Forces Institute, or a qualifying score on an approved education attainment comparison test.
- Associate's degree in Management Information Systems, Computer Science, Information Technology, or a closely related field.
- Two (2) years of experience in endpoint administration, desktop engineering, or systems administration, or at least two (2) years in information technology (excluding data entry), electronics, or engineering; or an equivalent combination of education, training, and experience

that provides the required knowledge, skills, and abilities. In lieu of some or all of the above experience, one or more of the following may be substituted, consistent with agency policy:

1. Completion of a 720-classroom-hour program of study from a vocational/technical school or accredited college in an area of computer support, systems administration, or information technology (excluding data entry).
2. Completion of 30 semester or 45 quarter hours of college coursework from an accredited institution which includes courses in computer science, information systems, or systems administration.
3. Completion of and certification in a nationally recognized vendor-supplied program of study of four (4) or more weeks, or in excess of 160 classroom hours, and certification in a relevant endpoint, operating system, or cloud administration program.

PREFERRED QUALIFICATIONS

Preference will be given to candidates who possess the following additional qualifications and experience:

- Hands-on experience with Microsoft Intune, Microsoft 365, Group Policy, or other enterprise endpoint management tools.
- Experience designing and maintaining standard desktop images and configuration baselines.
- Experience with scripting (e.g., PowerShell) for automation of deployment, configuration, and remediation tasks.
- Industry certifications such as Microsoft Certified: Modern Desktop Administrator Associate, CompTIA A+, Network+, or Security+, or similar credentials.
- Prior experience providing endpoint or systems administration support in a court, government, or similarly mission-critical environment.

We are an equal opportunity employer and do not discriminate based on race, religion, color, sex, age, national origin, or disability. Interested applicants must complete a State of Florida job application form and submit it no later than the closing date indicated above to:

Stephanie Sullivan
Human Resources Manager
Post Office Box 9000, Drawer J102
Bartow, FL 33831-9000
Telephone: 863-534-4035
Fax: 863-534-4699
ssullivan@jud10.flcourts.org

If you need accommodation in order to participate in the application/selection process, please notify the Administrative Office of the Courts in advance by calling 863-534-4686.