



The Jacksonville Sheriff's Office is looking for college students who would like to intern in the IT Department. Email Resumes to JSOCivilianRecruiter@jaxsheriff.org or call 904-885-5518.

Help Desk

Examples of work:

- Provide phone support for customers: answering phone calls, creating work orders for customers, and closing work orders after verifying with the customer that the issue was resolved
- Installing software applications and printers on customer computers via remote sessions
- Updating inventory information during interactions with customers
- Perform troubleshooting and problem-solving actions on customer computers (laptops and desktops), printers, and mobile data devices to include hotspots and cellular phones

Computer Support

Examples of work:

- Perform troubleshooting and problem-solving actions on computer systems (laptops and desktops)
- Perform imaging on computer systems
- Installing software applications
- Updating inventory information on all equipment handled
- Cleaning of technology equipment
- Preparing equipment for authorized disposal
- Replacing equipment under the guidance of Computer Support personnel
- Provide remote assistance on desktop computers

Inventory Control

Examples of work:

- Issue equipment to ISM personnel and perform the associated tasks to include updating inventory, updating related work orders, and verifying equipment identification numbers (i.e. serial numbers, asset numbers)
- Assist with the authorized disposal of equipment to include updating inventory, updating related work orders, and verifying equipment identification numbers (i.e. serial numbers, asset numbers)
- Transporting equipment to/from the Supply Unit
- Restocking equipment in the Inventory Control office
- Setup and deploy cellular phones for customers

Audiovisual

Examples of work:

- Test and troubleshoot issues on both high and low-end A/V systems
- Perform daily maintenance and management tasks to ensure superior performance of agency A/V systems. These tasks involve (but are not limited to) equipment and software patching, equipment and software/driver/version updates, and operating system updates.

JoinJSO.COM

- Provide on-demand, in-person support of A/V systems and commonly used web conferencing applications.
- Participate in site surveys which may include the collection and recording of existing detailed operational, functional, and technical requirements, and the development of project scopes.
- Install, configure, integrate, and test videoconferencing and integrated A/V technologies.
- Enter and maintain inventory control records of A/V equipment, when applicable.

The City of Jacksonville is an Equal Opportunity/Equal Access Employer and will provide equal opportunity to all employees and applicants in compliance with all applicable federal and state employment laws and the current interpretation of employment discrimination by the United States Equal Employment Opportunity Commission, as set forth in [Directive 0528](#). There shall be no discrimination or harassment against any person with regard to race, color, sex (including pregnancy), sexual orientation, gender identity or expression, religion, political affiliation, national origin, disability, age, marital status, veteran status, or any other impermissible factor in recruitment, hiring, compensation, training, placement, promotion, discipline, demotion, transfers, layoff, recall, termination, working conditions and related terms and conditions of employment.