

Information Technologist 2 (Desktop Support Analyst)

As part of the agency's IT Department, the Desktop Support Analyst functions as a part of the Help Desk and installs and maintains desktop computer systems and connectivity to the infrastructure, local and wide area networks throughout the agency; analyzes and troubleshoots the performance issues of the desktop; coordinates information between end-users and IT staff to maintain a fully functioning desktop; and documents issues and processes to isolate a component of failure before escalating to a senior technician.

This position will offer technical troubleshooting/resolution of calls/incidents and tickets as it pertains to networking and software problems and consults with users on possible solutions. They close tickets/requests and update others needing tracking mechanisms in a timely fashion. They deploy and install approved hardware/software. This position completes computer imaging and reformatting hard drives. They provide strong customer service, focused on clear communication and timely follow through.

Advantages of Working at Franklin County Children Services:

- Health care benefits - medical/dental/vision/RX/mental health/EAP
- Life insurance plans
- Ten paid holidays, five personal days and two weeks of vacation after your first year!
- We contribute 8.5% of your OPERS contribution
- Tuition reimbursement
- College loan repayment and Perkins Loan deferment/pay-off
- Longevity pay/length of service pay
- Opportunities for advancement

Qualifications:

- Technical institute degree/certificate in Computer Science or Information Systems or equivalent work experience and a minimum of 18 months combined work experience in any combination of the following: computers and/or telecommunications software/hardware, applications, support products, and projects or databases for small scale systems or programs or pieces of larger systems or programs including 12 months related work experience.
- Strong communication skills both verbal and written.
- Ability to transport and lift up to 50 pounds.
- Two years of experience with PC based applications with all standard office productivity tools, and network print management.
- Experience in any combinations of the following: Service Now, Remedy, Altiris, and Help Desk authority.

- A knowledge of basic IT Identity management and IT security processes, configuring upgrading or installing ERP client-based application components (examples include AX, .net, Doc-u-sign, and other Microsoft products).
- Technical troubleshooting annual certifications (examples include CompTIA, A+ Network + and Security+, ITIL foundations, Kepner/Trego IS/ IS Not technical trouble shooting or other advanced certifications)
- All positions are subject to a criminal background, fingerprinting, employment verification, and motor vehicle report checks.