

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 pertaining to networking and software problems; consults with users on possible solutions; closes tickets and requests; and updates other tracking mechanisms in a timely fashion. They deploy and install approved hardware and software; complete computer imaging and reformatting hard drives; and 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
- 10 paid holidays, five personal days and 2 weeks' 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, 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 PC based applications with all standard office productivity tools, and network print management. Experience in any combination 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. Also, all offers of employment are contingent on receipt of a negative pre-employment drug test.