



Franklin County Clerk of Courts

Maryellen O'Shaughnessy, Clerk

INTERNAL and EXTERNAL POSTING

Job Title: Service Desk Technician
Division: IT
Manager: Jeff Gossman
Job Posting ID: 02-IT-16
Posting Dates: Thurs., March 24, 2016 – Weds., March 30, 2016 11:59 pm
Starting Salary: \$20.21 Hourly/ \$42,036.80 Annually
(Salary commensurate with education and experience)

Responsibilities and Duties:

- Provides first level support for applications, software, computers, phones, and other County issued devices.
- Troubleshoots applications, scripts, and databases to assist in resolution of production issues.
- Assist with identifying and documenting best practices in a shared knowledge base.
- Responsible for capturing and tracking assets.
- Provide assistance with procurement process as it relates to hardware/software purchases.
- First level support for account administration – including new account setup and maintenance.
- Project responsibilities related to upgrades and patch maintenance.

Minimum Qualifications:

- Extensive knowledge of Microsoft Operating System and Office applications.
- Strong time management and multi-tasking skills.
- Capable of troubleshooting both hands-on and working remotely.
- Ability to inspect, configure, and install desktop hardware.
- Ability to work in a team environment and to facilitate customer requirements.
- Strong customer service and communication skills.
- Degree in computer science; or three years related experience and/or training; or equivalent combination of education and experience.

To apply please submit a resume and application by E- mail to employeeapps@franklincountyohio.gov or online at <http://clerk.franklincountyohio.gov/employment.cfm>.

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EOE

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