

GREGG COUNTY HUMAN RESOURCES DEPARTMENT

INTERNAL/EXTERNAL COUNTY OPENING

JOB TITLE: HELP DESK TECHNICIAN (POSITION # DP0009)

DEPARTMENT: INFORMATION TECHNOLOGY

DATE POSTED: SEPTEMBER 14, 2018

CLOSING DATE: UNTIL FILLED

BASIC QUALIFICATIONS:

1. Associates degree in Computer Science and 1 year experience or 3 years experience in a technical support role.
2. One year experience installing and supporting Windows 7/10.
3. General knowledge of local area networks and the relationship between PC workstations and servers.
4. Knowledge of MicroSoft Office products such as Word, Excel, PowerPoint, and Access.
5. Database knowledge helpful (Oracle, Access).
6. Financial package knowledge helpful (Quicken, QuickBooks).
7. Physically able to lift up to 40 pounds and maneuver under desks and confined spaces.
8. Must be able to be on call on a rotating schedule on off hours (nights and weekends).
9. Must have reliable transportation in order to support remote locations.
10. Must have a good personality and work well with others.

EXAMPLES OF JOB DUTIES:

1. Install and set up PCs, printers, scanners.
2. Assist users with application problems.
3. Perform software upgrades.
4. Troubleshoot and resolve hardware problems.
5. Assist Help Desk Manager with network administration tasks.
6. Other duties as assigned.

SALARY: \$33,590.00ANNUALLY

QUALIFIED APPLICANTS MAY APPLY AT THE HUMAN RESOURCES DEPARTMENT, ROOM 109, GREGG COUNTY COURTHOUSE.

Rita D. Fyffe
Human Resources Director

Date

EEO/M/F/V/D