



The Honorable Maryellen O'Shaughnessy
Franklin County Clerk of Courts

INTERNAL and EXTERNAL POSTING

Job Title: Service Desk Technician
Division: Information Technology
Director: Adam Luckhaupt
Job Posting ID: 01-IT-20
Posting Dates: Wednesday, September 9th, 2020 –
Wednesday September 23rd, 2020
Starting Salary: \$20.21 Hourly/ \$42,036.80 Annually

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.
- CompTIA A+ certification preferred.

Visit our application website to create a user account and submit application
at <https://clct.franklincountyohio.gov/employment/>

Healthcare Benefits: Medical, Prescription Drug, Mental Health, Dental, Vision and Life Insurance
Contact: Sonya Thompson Phone: 614-525-4130 Email: slthomps@franklincountyohio.gov

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