



## Current Vacancies (updated 2/3/12)

All positions are Open until filled unless otherwise noted

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### Program: Information Technology

**Position Title:** System Support Specialist

**Status:** Full-time

**Pay Rate:** \$17.00/hr

**Position Summary:** Under general supervision, supports agency's Information Services activities.

**Requirements:** Associates degree in computer science or equivalent work experience. Three (3) years of experience in maintaining PCs or equivalent education/certification. Ability to document processes, recognize process improvement opportunities, meet with staff to solve problems, and to recommend solutions. Ability to effectively interact with end-users doing informal training and trouble shooting. Ability to manage multiple tasks according to priority. Ability to perform basic maintenance of computer equipment, including but not limited to PCs, printers, scanners, switches, and other peripherals. Technical writing experience a plus. Website skills preferred. Valid local state driver's license with clean driving record as determined by the Respective Government Agency.

**Essential Functions:** Data and Voice, software and hardware, systems support, maintenance, and service. Installs, maintains, and upgrades PC hardware configurations. Installs computer software, operating systems, and images on PCs. Installs computer systems, printers, and peripherals in company facilities. Tracks tasks in designated online tracking systems. Maintains appropriate security and user permissions in accordance with policies and instructions using Microsoft Active Directory. Performs first level support for help desk calls related to company technology assets, including but not limited to computer hardware, software, databases, peripherals, telephones, and voice mail solutions. Provides technical assistance to end-users. Answers questions to problems related to voice/data systems and networks. Uses discretion and judgment to organize and perform requested services promptly. Works in a standard office environment with some exposure to hazardous situations. Physical demands may include work close to the eyes and substantial motions of the wrist, hands, and/or fingers. Regular sitting, standing, walking, handling, finger dexterity; eye-hand-foot coordination, use of corrected vision; color vision; use of auditory senses. May be required to lift up to fifty (50) pounds. May be required to travel within a 100 mile radius. Cooperatively works as a team member with the ability to work well with supervisors and co-workers.

**We consider applications for all positions without regard to race, color, religion, creed, sex, national origin, disability, sexual orientation, Citizenship status or any other legally protected status. However, due to State Licensing requirements, applicants must be, at minimum 18 years of age.**

Interested applicants can apply by submitting an Internal Transfer Request Form to Human Resources, fax (602) 636-5213 or, e-mail Applications can also be obtained from the HR department 2701 N. 16<sup>th</sup> Street, Ste 210