

FRANKLIN COUNTY DATA CENTER
Job Posting: **Senior Desktop Specialist**

ANNUAL SALARY: \$42,264 – 54,943Excellent Benefits Package**

SUMMARY

Supervises and coordinates activities of team members who provide problem-solving support to computer users by performing the following duties. Must successfully complete 120-day probationary period.

ESSENTIAL DUTIES AND RESPONSIBILITIES include the following. Other duties may be assigned.

- Coordinates installation of hardware and software, and implementation of procedure changes.
- Performs PC Packaging and deployment, Refresh [Packaging, Deploy, Inventory, Content Migration and User Orientation].
- Provides support with advance experience in Microsoft desktop operation systems and Office Automation tools [Office Professional, Word/Excel/PowerPoint/Access, Project, Visio, Internet Explorer, etc.]
- Acts as a point of contact for solving, or assists in solving, non-routine or complex software, hardware, mobile devices and O/S, and procedure problems.
- Maintains a high level of customer satisfaction and customer advocate and manage service requests from inception to completion within Service Level Agreements
- Trains help desk staff.
- Confers with staff, computer users, supervisors, and managers to determine requirements for new or modified software and hardware.
- Creates documentation on best practices for technical support as well as resolving commonly known technical issues.
- Creates long-term strategies for growth and maintenance of help desk department, and makes budgetary recommendations to upper management.
- Analyzes help desk activity and makes recommendations for changes in help desk procedures and systems to upper management.
- Writes recommendations for management review.

SUPERVISORY RESPONSIBILITIES

Employee is required to provide guidance and on-the-job training to Service Desk Representative employees, customer MIS staff members, and members of the user community.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Advanced customer service skill set/ability to meet with users directly, solve their issues, and leave the user with a very positive experience
- Ability to multi-task, handle multiple high-priorities; balance priorities
- Ability to be mobile – move from building to building
- Ability to interact with management
- Process oriented and strong working knowledge of ITIL process
- Excellent written and verbal communication skills
- Strong troubleshooting skills and attention to detail
- Strong organizational and time management skills
- Self-motivated and reliable
- Must be able to improvise in an acceptable manner in order to react to a pressure situation
- Must be able to work effectively independently, or as a member of a team
- Strong communications and relationship building ability and Customer Service Skills

EDUCATION and/or EXPERIENCE

Associate's degree (A. A.) or equivalent from two-year college or technical school. Must possess five years of related experience and/or training; or equivalent combination of education and experience.

LANGUAGE SKILLS

Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations. Ability to write reports, business correspondence, and procedure manuals. Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

REASONING ABILITY

Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists. Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

CERTIFICATES, LICENSES, REGISTRATIONS

CompTIA A+, Microsoft Certified Technical Specialist (MCTS)

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to sit and talk or hear. The employee is occasionally required to use hands to finger, handle, or feel. The employee must occasionally lift and/or move up to 25 pounds. Specific vision abilities required by this job include ability to adjust focus.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is occasionally exposed to risk of electrical shock. The noise level in the work environment is usually quiet.

Data Center Benefits Summary:

Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement, Sick and Vacation Accrual, Tuition Reimbursement
Send resume, references, and salary requirements to:

FRANKLIN COUNTY DATA CENTER
Attn: Sana Barrett, HR Specialist
373 S. High St. 9th Floor Columbus, OH 43215-4599
fcdejobs@franklincountyohio.gov
EOE No Fees