

Systems Support Specialist I: Enthusiastic individual to perform moderately complex (journey-level) systems support work. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone, network or mainframe environment. Responsible for the support of tickets issued from the internal helpdesk ticket system; provides customer service and answers end user inquiries regarding computer software, hardware operations, the use and interface of systems and software applications; responsible for maintaining, analyzing, troubleshooting, repairing, installing or replacement of computer desktops, laptops and other agency equipment. On-call and weekend/holiday work required when necessary.

Associates degree in Computer Maintenance/Administration, or a related field. Two years computer systems support experience or any equivalent combination of education and experience which provides the required knowledge, skills and abilities. Must have general knowledge of Desktop Computers and Network Environments, installation and maintenance of Computer hardware and software. Experience in supporting multiple agencies, deployment, development, maintenance activities and different Operating Systems and distributions of Linux a plus.

Salary: \$14.41 – 16.83, DOQ