



OPPORTUNITIES IN ALBEMARLE COUNTY



NOTICE OF VACANCY

Support Analyst

Information Technology

Non-Exempt, Pay Grade 14

The **Support Analyst** performs support functions for the Applications staff, including but not limited to help desk, hardware and software evaluation and installation, problem resolution, and user training. Supports all staff within the County Office Building, Courthouse and other designated County locations. Essential functions include, and are not limited to the following:

- Help Desk - Receives, documents and responds with appropriate assistance to all calls to the department for questions and problems from end users about applications, hardware and software (whether microcomputer, LAN, WAN, mainframe, networks or telecommunications);
- Installs microcomputer software and hardware for user;
- Problem Resolution - After determining that an applications problem exists, begin the investigation and helps with the resolution as needed;
- Evaluations - Make suggestions concerning department's standards which would facilitate improved operations;
- Evaluate new as well as current software (microcomputer and LAN) and hardware (microcomputer and LAN);
- Conducts limited user training on usage for software and hardware for microcomputer, and mainframe products;
- Performs Quality Control checks on work of other staff;
- Provides status reports to supervisor and management;
- Participates in department's teamwork concept;
- Meets departmental and organizational deadlines;
- Performs various other activities as required.

QUALIFICATIONS: One year or more as a support analyst, network administrator, technology instructor, programmer or programmer/analyst, in a similar hardware and software environment, preferably one of the following: 1. Baccalaureate degree from an accredited four-year college/university with extensive class work in data processing and programming; 2. Community college degree in Computer Science or Business; or 3. Additional experience may be substituted for education. NOTE: Microcomputer and LAN hardware and software knowledge is required.

Demonstrable computer logic abilities; demonstrated abilities in both oral and written communications skills; ability to work well with people. **Experience in the following areas is desired:** strong customer service skills, Dell hardware setup and configuration, HP printer maintenance, Windows 10, Office 365, MS SharePoint, Cisco, VoIP phone system operation and configuration.

PHYSICAL CONDITIONS AND NATURE OF WORK CONTACTS: Work is typically performed in an office, computer room, computer classroom laboratory, and/or conference rooms. Continuous ability to communicate by telephone is necessary. Regular use of microcomputers, keyboards, mainframe computers, laser printers, etc. is necessary. Work requires regular handling of small fragile computer components and large components weighing more than 100 pounds. Occasional operation of County vehicles to travel to locations throughout the County is required. Regular contact made with internal departments and senior persons at all levels of County government and the School Division. Contacts are usually cooperative however require tact and diplomacy. External contacts with vendor companies and other information services agencies are necessary. Occasional need to perform urgent tasks to meet organizational deadlines. Frequent work activity after normal duty hours and occasional weekend duties are necessary. Depending on job location, employees in this position may be considered essential personnel and fall under Albemarle County AP-4 and in addition, be subject to working overtime, being held over, or called back for disasters, local emergencies, or special events.

SALARY: Hiring Range: \$20.17 - \$24.21/per hour based on experience, education and internal equity.
(\$41,965 - \$50,358 annual equivalent)

Internal candidates will receive pay adjustments in accordance with Local Government Personnel Policy, §P-60.

DEADLINE FOR APPLICATIONS: Until Filled

EQUAL EMPLOYMENT OPPORTUNITY

Albemarle County does not discriminate on the basis of race, creed, gender, national origin, age, military service or disability. Reasonable accommodations will be provided for persons with disabilities if requested.



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