



## COUNTY OF ACCOMACK HUMAN RESOURCES

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### **IT Service Desk Lead | Salary: \$ 51,463- \$57,903 (based on experience) F/T position with benefits | Open Until Filled**

Accomack County is currently recruiting for a full-time IT Service Desk Lead in the Information Technology department. The position is responsible for supervising the IT Service Desk Tier 1 and Tier 2 service delivery contractor, including monitoring contract work for quality and system integrity. The successful candidate will perform Tier 3 Service Desk support by troubleshooting, repairing and providing solutions for software, hardware and networking problems onsite and offsite. Position is responsible for supporting the IT needs of the County employees and departments; creating and maintaining IT documentation and procedures; ensuring that the Service Desk is running efficiently and effectively by monitoring service tickets and taking action as needed; and managing website content and user training. This position reports to the Department's Deputy Director.

Minimum qualifications are: Bachelor's degree in Computer Science, Information Technology, Business Administration, MIS (Management Information Systems) or closely related field; supplemented by three (3) to five (5) years previous experience and/or training that includes computer and network operations, maintenance and repair; or an equivalent combination of education, training, and experience. *Preferred qualifications:* Prior experience leading a Service Desk based on the Information Technology Infrastructure Library (ITIL) framework; Proven experience with Service Desk ticketing systems and call center operations; Information Technology Infrastructure Library (ITIL) Foundation certification.

Satisfactory completion of a criminal history and DMV records checks are required prior to employment as well as current Security+ certification or ability to obtain within 18 months of starting in the position. The job description with additional details can be found on the [County's website](#). Electronic applications are preferred but paper versions will be accepted, if complete. First consideration is given to applications received prior to 4:30 p.m. on Thursday, November 19, 2020, however the position will remain open until filled. Due to the current pandemic restrictions, completed applications must be returned to Human Resources via US mail, or electronically. If you require a paper application, please contact: [AskHR@co.accomack.va.us](mailto:AskHR@co.accomack.va.us)