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| Job Title: | Help Desk Analyst 3 | Req No./Job Code: | 486756 |
| Department/Group: | PA Board of Probation & Parole | Rate/Hr: | 27.84 |
| Start Date: | 01/17/2017 | End Date: | 06/30/2017 |
| Submission Deadline: | 01/12/2017 |  |  |

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| Special Notes: (if applicable) | Background Check: This position requires an in depth background check, including fingerprinting, and requires successful results. |
| Job Summary | Provide level 2 desktop/client support for users at the Department of Correction, Pennsylvania Board of Probation and Parole, Sexual Offender Assessment Board, Office of Victim Advocate, and Firearm Education Training Center. |

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| Job Description |
| • Provide level 2 technical assistance and support for issues related to computer systems, hardware and software for the Department of Correction, Pennsylvania Board of Probation and Parole, Sexual Offender Assessment Board, Office of Victim Advocate, and Firearm Education Training Center.• Configured PCs based on DOC specifications, including installation, maintenance and repair of computer hardware and software.• Monitor the team’s open backlog of support issues and re-assign issues as necessary to ensure they are closed per agreed upon service levels.• Act as the escalation point for high priority support issues.• Ability to make recommendations on policies on system use and services.• Tests software and hardware to evaluate ease of use and whether product will aid user in performing work.• Provides hands-on technical assistance to business and technical users.• Able to work in a team environment.• Complete assigned tasks.• Strong communication skills; both written and spoken. |

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| **Required Skills (\*\*Must be reflected on Resume\*\*):** | |
| 4 year college degree in field of specialty or equivalent experience | Highly Desired |
| Tier 2 technical support for hardware and software | 5 years |
| Experience with call tracking and ticketing software | 5 years |
| Provides user training, documentation, manuals | 5 years |
| Managing and assigning support issues | 5 years |
| Managing and assigning support issues | 3 Years |
| Office 2013 Analysis and Testing | 2 Years |