

# **Current Job Posting**

|  |  |  |
| --- | --- | --- |
| AT A GLANCE | Help Desk Anaylyst 2 | |
| Department: | Department of Corrections, Mercer, PA |
| Project Start/End Date: | 11/28/2016-1/31/2017 |
| Quivadore Rate/Hr: | 25.69 |
| Submission Deadline: | 11/21/2016 |
| Requisition Number: | 481600 |
| Short Description: | |

|  |  |
| --- | --- |
| ATTENTION | Special Notes |
| * + - Requires enhanced background check |

|  |  |
| --- | --- |
| PROJECT DETAIL | Job Description  **Troubleshoot automation problems, performing systems administration, installing and maintaining computer and**  **network related equipment and software, providing technical assistance to users, performing liaison duties, and**  **managing automation related equipment and supplies.**  **- Responsible for procurement and planning, user support, security, and training.**  **- Work involves independent technical duties supporting organizational departments.**  **- Configures PC's to meet DOC specifications by installing and maintaining computer and network related equipment**  **and software.**  **- Obtains approvals and supervisory clearance to install SAP, SCSC, E-mail, Internet, mainframe, etc.**  **- Maintains PC Inventory by ensuring the system is updated to reflect new equipment and equipment location changes.**  **- Performs an annual facility wide inventory of all DOC maintained computer equipment, software, and peripherals.**  **- Work is performed independently throughout the entire institution and involves information technology practices and**  **hardware installations to manage information for the varied areas in accordance with Commonwealth and agency**  **standards.**  **- Provides support to users on pc's as well as inmate network systems including hardware and software applications.**  **- Transfers user files and programs as needed or when an upgrade is performed.**  **- Participates in network setups, including all hardware and software necessary for network operation and functionality.**  **- Services printers, troubleshoots and resolves hardware and software problems, initiates and tracks service calls to**  **vendors, maintains expertise in desktop operating systems, restores data to file servers and workstations and reconfigure**  **for the LAN.**  **- Shall receive and coordinate all support tickets for inmate tablet issues**  **- Responsible for communicating with vendor support regarding kiosk or RMA issues**  **- Support SCI Forest, Sharon CCC, and Probation and Parole as required.**  **- Schedules and attends required training hours each year.**  **- Other duties as assigned.** |

|  |  |  |
| --- | --- | --- |
| **SKILLS** | Summary of Technical Skills Required | |
| Tier 2 technical support for hardware and software | 3 years |
| 4 year college degree in field of specialty or equivalent experience | Highly Desired |
| Experience with call tracking and ticketing software | 3 years |
| Provides user training, documentation, manuals | 3 years |
|  |  |
|  |  |
|  |  |
|  |  |
|  |  |