

# **Current Job Posting**

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|  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: |

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

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| **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 |
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