



Miami County Public Health IT Helpdesk Analyst

Division: Administration

Reports to: IT Administrator

Position: Classified, benefits-eligible based on hours

Hours: 24 hours per week, some weekend and evening hours

Salary: Range is \$17.16-\$26.75 per hour commensurate with experience and skills.

JOB RESPONSIBILITIES:

Under general direction of the IT Administrator, the IT Helpdesk Analyst is responsible for providing first level support in an IT helpdesk capacity. Document and resolve technical issues and communicate with end users towards problem resolution. Involved in installation, configuration, maintenance, and troubleshooting of end user workstation hardware, software, and peripheral devices. Ensure network connectivity of all workstations and helps administer equipment, hardware, and software upgrades. Assists with the setup and maintenance of end user accounts, permissions, and access rights. Help maintain and update website using no code editor. Must maintain HIPAA compliance.

QUALIFICATIONS:

Position requires:

- Knowledge of how to use a computer and internet applications
- Proficiency in MS Office computer applications, including Outlook, Word, Excel, and willingness to learn new technology systems (i.e. Office 365 application like SharePoint and MS Teams)
- Ability to handle multiple job tasks at one time and resolve issues in a timely manner
- Analytical orientation with strong attention to detail
- Help desk experience: 1 year (Preferred)
- High School diploma
- A valid Ohio driver's license with own vehicle and ability to maintain a driving record that meets the insurability requirements of Miami County Public Health's insurance provider.

KNOWLEDGE, SKILLS AND ABILITIES:

Analyze and resolve end user hardware, software, and access problems in a timely and accurate fashion. Provide end user training where required both written and in person. Escalate priority issues to the IT Administrator. Assists with hardware and software implementations and upgrades. Backs up the IT Administrator in their absence.

If you would like to be considered for the position, please submit a **cover letter, resume', and application to:**

Dennis R. Propes, RS, MPA
Health Commissioner
510 West Water St. Ste. 130
Troy, Ohio 45373
[**dpropes@miamicountyhealth.net**](mailto:dpropes@miamicountyhealth.net)

Application can be downloaded at: www.miamicountyhealth.net – Employment Opportunities.

Miami County Public Health is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age disability or military status in employment or the provision of services. Our agency is committed to the recruitment of diverse individuals who can offer different talents and perspectives to assist us in accomplishing our agency's mission, vision and fulfillment of the five core commitments.

posted 6/2/2020 posting ends: Until Filled, first review 6/16/2020