

## **PC Specialist 1 - (2903-12)**

**Highly Competitive Employee [Benefits Package](#) and Generous Paid Time Off**

**DEADLINE TO APPLY:** 01/05/2021

### **WORK LOCATION:**

Job & Family Services  
222 E. Central Parkway  
Cincinnati, OH 45202

**WORK HOURS:** Full Time – 80 hours biweekly  
**(Potential for Hybrid Remote Work Schedule)**

**STARTING SALARY:** \$1705.60 biweekly

### **NOTE:**

Applicants for positions with Hamilton County Job and Family Services are subject to background screening in accordance with the document: "[Offenses that May Disqualify Candidates for Employment](#)." Convictions from this list may disqualify a candidate for employment with HCJFS.

Applicants for Children's Services positions cannot provide foster care for children in the custody of Hamilton County.

### **JOB DUTIES (SUMMARY):**

- Acts as a liaison between Information Systems and its customers, providing first and second tier technical support to determine corrective action on reported problems with software, personal computers, mobile devices, peripherals, MFDs, and stand-alone printers, fax machines, and copiers. Reviews and analyzes user requests for software upgrades, relocations and removal of new and existing equipment. Serves as a liaison with our network administrators, developers, and other user areas to maintain appropriate services
- Responsible for installing, testing, and repairing peripheral equipment (e.g. monitors, hard drives, interface cards, modems, printers, etc.) and configuring PC based application and operating system software. Works with vendors to resolve repair calls and defective equipment. Assists with the issuance and tracking of mobile devices. Ensures consistent record keeping of equipment using our in-house databases which can include scanning and indexing documents.
- Assists with one-on-one and small group technical training. Participates in training to stay current with technology and customer service. Provides Help desk coverage as needed.
- Performs other related duties as assigned.
- Attends conferences and training.

### **REQUIREMENTS (EDUCATION, EXPERIENCE, LICENSURE, CERTIFICATION):**

- Associate degree in computer science/electronics
- **OR** three (3) years of directly related experience in PC technical support
- Working knowledge and/or experience with a variety of business software packages including Windows operating systems or MS Office suite applications
- Must obtain Comp TIA A+ Certification upon completion of probationary period
- Must hold a valid driver's license in state of residence and current insurance.

**KNOWLEDGE, SKILLS AND ABILITIES:** (\*Indicates can be developed after employment)

- **Knowledge of:** Agency policies and procedures\*, a variety of business software including Windows 10, MS Office applications, networking, and e-mail.
- **Ability to:** Installing, maintaining, customizing, and operating personal computers, MFDs, copiers, and printers (includes troubleshooting these devices) and in using mobile technology; providing excellent customer service.
- **Skill In:** Define technical problems, collect data, establish facts and draw valid conclusions; interpret extensive variety of technical material; understand manuals and verbal instructions; prepare meaningful, concise and accurate reports; work independently and with a team; communicate effectively; collaborate effectively and efficiently with co-workers on group projects.

**AGENCY-PREFERRED QUALIFICATIONS:**

- Experience in Mobile Management using programs such as Microsoft InTune, AirWatch, etc. Familiarity with mobile devices such as iPhone 6s and up, Android operating systems.
- Familiarity with Microsoft products such as Surface Pro LTE and Surface Pro laptops.

**ESSENTIAL JOB FACTORS:**

- Must undergo a background check via the Ohio Bureau of Criminal Identification and Investigation (BCI). Must have a car, valid driver's license issued by the state of residency and required auto liability insurance.

**PHYSICAL and/or MENTAL REQUIREMENTS:**

- Must be able to maintain a flexible schedule and willing to work overtime as needed.
- Must be willing to support agency satellite offices as needed and assigned.
- Required to carry a cell phone.
- Ability to lift items weighing up to 50 pounds.

**POSITIONS SUPERVISED:** None

**BACKGROUND CHECKS REQUIRED:**

Background checks consistent with requirements in OAC 5101:2-5-09 must be completed at employment and every ten years following, including but not limited to the following systems:

- State Automated Child Welfare Information System (SACWIS)

- State Child/Abuse Neglect Central Registry Check for any state in which the applicant resided within the last five years
- Ohio Bureau of Criminal Identification Investigation (BCI)
- FBI
- National Sex Offender Public website (WWW.NSOPW.Gov) Code 5101:2-5-09 must be conducted for each prospective employee

**If you are seeking more information about this position [CLICK HERE.](#)**