

Help Desk Technician

The Lake County Information Technology Department is seeking to hire a part-time or full-time Help Desk Technician. The position will serve as primary support for technology related issues and questions. Responsible for setup, configuration and installation of Personal Computer (PC) hardware, software and any related peripherals.

General Duties and Responsibilities:

- Provide primary coverage of the Help Desk, serving as the first level of technical support for users.
- Diagnose and resolve any PC hardware or software related issues.
- Perform basic network connectivity testing
- Strong PC knowledge, both hardware and software
- Ability to troubleshoot technology issues
- Setup, configure and install PC hardware, software and any related peripheral
- Provide responsive quality customer service and support
- Work both independently and as a team member
- Prioritize work load
- Assist Network and Systems staff with projects as needed. Maintains familiarity of network devices such as routers and switches.
- Stay current with technology trends
- Perform other related duties as necessary

Minimum Requirements:

- Technical knowledge of PC hardware, software, printers and peripherals, Windows XP/Vista/7/8, Windows Server 2003/2008/2012, Microsoft Office, and knowledge of TCP/IP is strongly preferred
- Motivated individual with excellent work ethic, outstanding attitude and ability to multi-task effectively and efficiently
- High school diploma or GED
- Valid Driver's License with insurance
- Candidate will need to pass a background check and drug test
- Be able to lift computer, printer and other related equipment as required
- Bending, twisting, squatting, kneeling, and working in confined spaces. Sitting and standing for extended periods of time

- **Compensation:**

Lake County Government is an equal opportunity employer. Compensation: Commensurate with experience. Please send resumes to itresumes@lakecountyohio.gov. No phone calls please.