

EMPLOYMENT OPPORTUNITY
LORAIN COUNTY CHILDREN SERVICES
An Equal Opportunity Employer

Position Title: Technical Services Coordinator
(This is a Non-Bargaining Unit position)

Date Position Available: Immediately

Starting Salary Range: \$47,694.40 – \$66,809.60

Minimum Job Responsibilities: Under supervision, this position is responsible for supporting multiple technologies used by County staff in a state managed network environment. Excellent customer service and communication skills are vital from a Technical Point of Contact and customer support perspective. As the first line of support, critical thinking, and problem-solving capabilities will help maintain productivity across the organization. Fulfills requests for information, products, and services and resolves incidents that affect staff's ability to use technology, other duties as assigned.

Qualifications:

1. Technical degree in a computer related field or the equivalent in work experience required. 2 years' experience providing Service Desk, Desktop Support, Account Administration or Help Desk support preferred. MCSA (Windows 10), A+, MOF or ITIL certifications a plus. Familiarity with ITSM processes, such as incident, request, problem and change management lifecycles.
2. A solid understanding of the desktop computing environment, including but not limited to, Windows operating systems, printing, common applications, computers, MS Office products, Office 365, Exchange, and remote management tools such as TeamViewer and RDP.
3. Working knowledge of MS Active Directory and an understanding of Global Policy Object framework and functionality (GPO's).
4. Complete a successful criminal and driving background check and maintain employment eligibility status; and
5. Possess and maintain a valid Ohio vehicle operator's license with no restrictions limiting the employee's ability to perform his/her duties and maintain continuing eligibility for coverage under the existing County Vehicle Insurance Policy.

Internal candidates will be reviewed considering the following criteria: qualifications, experience, education, performance record, competency & fit.

INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS

May encounter hostile or irate applicants/clients or individuals; may have some exposure to individuals with contagious or communicable disease; is occasionally exposed to unsanitary conditions (insect infestation, bodily wastes), noise, and odors; is exposed to common chemicals found in an office environment, such as toner and correction fluid. This job requires light lifting (< 50 pounds), bending, stooping, pushing, pulling and standing. Requires prolonged sitting and viewing a computer, use of telephone, ability to communicate both verbally and in written format.

Please indicate your interest in writing to:
Amanda Pittner, Human Resources Manager
c/o Lorain County Children Services
226 Middle Avenue, 3rd Floor
Elyria, Ohio 44035
Email: amandapittner@childrenservices.org

Lorain County is an Equal Opportunity/Affirmative Action Employer and will make reasonable accommodations to qualified applicants with disabilities. All qualified applicants, as a condition of employment must; present themselves drug-free and submit to drug screening, successfully complete a criminal background check and obtain and maintain insurability under the county driver risk management plan.