

LINCOLN TRAIL DISTRICT HEALTH DEPARTMENT
JOB POSTING

Technical Specialist II

JUNE 1, 2018

Classification: Technical Specialist II (1416)

Grade: 15

Salary: \$12.15-\$15.17

Location: Based at LTDHD Central Office in Elizabethtown, KY

Primary duties include, but are not limited to:

- Receives user problem reports, provides support to assigned users and maintains appropriate records and documentation
- Provides general technical support to customers for resolution of network problems
- Interprets and analyzes information provided by network management software
- Provides assistance to equipment vendors during diagnostic procedures by running diagnostic routines.
- Replaces defective hardware and tests newly installed hardware
- Installs wiring, cabling and networking equipment
- Assists staff in utilizing and installing software programs and general helpdesk issues relating to IT
- Repairs/Replaces/Troubleshoots printers, desktops, laptops and other electronics

Qualifications:

- Ability to work as a team member in a team atmosphere
- Ability to troubleshoot and problem solve with moderate technical difficulty
- Ability to learn and explain tasks quickly and efficiently
- Ability to work independently as needed

Education:

Graduate of an accredited college or university with a Bachelor's Degree.

Experience:

Must have one (1) year of professional systems support experience.

Substitution for Education, Training or Experience: An Associate Degree in IT, Network Technology or Programming and two (2) years of experience providing technical assistance related to network equipment or software may substitute for the education requirement. A bachelor's degree in computer science will substitute for one year of the experience requirement.

Additional Requirements: Applicants and employees in this class will be required to submit to a drug screening and background check according to agency policy.

To Apply:

If you are interested in applying for the position please complete an application by 4:30 pm EST on June 15, 2018. No phone calls please. Selection will be made by interview(s), and/or review of submitted documentation. Criminal background, licensure check, and drug screening will be required. Failure to meet any of the selection criteria shall disqualify an applicant. Resume will not substitute for completed application.

Lincoln Trail District Health Department
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Web: <http://lincolntrailhealthdepartment.com/>
Equal Opportunity Employer M/F/V/D/H
PLEASE POST
Through June 15, 2018