

# IT HelpDesk Analyst



**POSITION:** Classified, benefits-eligible based on hours

**HOURS:** 40 hours per week, Monday – Friday 7:30 am – 4:00 pm; some weekend and evening hours

**SALARY:** Range is \$16.38-\$28.20/hour (Commensurate with experience and skills)

## OUR TEAM

At Miami County Public Health (MCPH), our mission is to be a proactive partner within the community that works to prevent illness, promote health, and protect those who live, work, and visit Miami County. Our Information Technology (IT) Department strives to foster an environment of collaboration and growth. Information Technology works to provide a high standard of performance to all end users.

## JOB RESPONSIBILITIES:

- Provides first level support in IT helpdesk capacity
- Documents and resolves technical issues
- Communicates with end users towards problem resolution
- Installs, configures, maintains, and troubleshoots end user workstation hardware, software, and peripheral devices
- Ensures 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
- Maintains HIPAA compliance
- Communicates effectively both written and oral
- Ability to handle multiple job tasks at one time and resolves issues in a timely manner
- Provides end user training where required
- Assists with inventory of agency IT equipment

## QUALIFICATIONS:

- Minimum of a high school diploma, Associates degree in related field and/or Industry Standard Certifications preferred.
- Minimum 1 year of experience in Help Desk and/or Information Technology related field.
- Proficiency in MS Office 365 applications and Windows desktop environments.
- 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.

## GROWTH OPPORTUNITIES:

- Increase in IT knowledge with provided training resources
- Increase your listening skills
- Increase in customer service and organizational skills
- Multi-task and manage numerous projects/tasks
- Networking with other agencies

## BENEFITS:

- Medical, dental, and vision coverage
- Health Savings Account option
- Health Reimbursement Account
- Agency provided telemedicine for employee and family members
- Wellness Program
- Agency provided life insurance with option of additional coverage
- Paid time off, vacation and sick leave
- 13 paid holidays
- 40-hour week, will consider flexible work schedule
- Work phone offered or phone allowance
- Ohio Public Employee Retirement System
- Optional Deferred Compensation Program
- Paid professional trainings

**If you would like to be a part of our team, please submit a cover letter, resume', and application to:**

**[dpropes@miamicountyhealth.net](mailto:dpropes@miamicountyhealth.net)**

**Application can be downloaded at: <https://www.miamicountyhealth.net/employment-opportunities>**

**Posted 6/24/2022; Posting Ends: Until Filled**

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.