

**Edgecombe County
Information Technology Department**



Technical Support Analyst I
Available: Immediately
Starting Salary: \$34233
(May be higher depending on qualifications)
Closes: November 27, 2018

The Edgecombe County Information Technology Department is accepting applications for a full-time Technical Support Analyst I. Performs technical support work to County computer systems for the Information Technology (IT) department. An employee in this class provides service desk support by means of phone, remote software, and onsite assistance when necessary. Work involves trouble ticket resolution providing frontline support using County help desk software. Relies on experience and judgment as well as pre-established procedure and instructions to identify, research, and resolve technical problems presented through tier I support desk tickets. Documents, tracks, and monitors the problem to ensure a timely resolution. Reports to the Chief Information Officer.

Minimum Technical Qualifications

- Associate/Technical degree with course in Information Systems, Internet Technologies, Software & Web Development, or closely related field, with concentration in Systems Administration (Support Services) or equivalent combination of education and experience.
- Valid driver's license in the State of North Carolina.

Recent college graduates must submit current transcript.

Pre-employment drug testing and background checks are required.

A detailed job description is available upon request.

If you are interested in applying for the Technical Support Internship job with Edgecombe County IT, visit <http://www.edgecombecountync.gov/> and select "Job Openings" on the homepage to download the application.

Applications and transcript are to be delivered to the attention of Stacey Booth, Human Resources Director, 201 St. Andrew St. [fourth floor County Manager's Office], Tarboro, NC.

Applications and transcript can also be mailed to: Human Resources (Employment Application), PO Box 10, Tarboro, NC 27886. Applications must be received on or before closing date.

Edgecombe County is an Equal Opportunity Employer.