

Position Vacancy Notice

Date Posted: 7/7/10

In-House Working Title: **Systems Support Specialist II**
Position Number: **483**
Full-Time/Part-Time/Hourly: **Full-time**
Salary-Annual/Hourly: **\$25,750 ann / \$12.38 hr**
Today's Date: **July 7, 2010**
Date Position Available: **July 15, 2010**
Work Location Address: **110 So. 12th Street Waco, Tx**
Hours of Work: **8:00 A.M. - 5:00 P.M. Monday-Friday**

JOB DESCRIPTION:

Performs entry-level systems support work. Work involves providing customer support for agency information technology systems and operating automated office equipment in a stand-alone, network, or mainframe environment. May train others. Works under close supervision, with minimal latitude for the use of initiative and independent judgment.

EXAMPLES OF WORK PERFORMED:

Support and maintain all company computer-related equipment. Provide end-user support via telephone, remote access, and/or face-to-face communication to company employees and company contract personnel. Assist in the support related to the company's network. Maintain logs related to support and maintenance requests and actions. Create entries and make modifications to one or more of the following: Active Directory, Cisco Unity Call Manager, Microsoft Exchange Server, Web filtering/virus scanning software (currently Lightspeed), and/or other network server software used for employee and device management.

KNOWLEDGE SKILLS & ABILITIES:

Ability to troubleshoot a wide array of desktop, printer, and IP phone issues. Excellent communication and relationship skills. Skill in the use and support of personal computers. Must be able to safely lift and carry up to 50lbs. Must be able to bend, stoop, and climb daily as needed. Must be able to use a standard mouse and keyboard. Must be able to effectively view end-user monitor resolutions. Must have functional knowledge of Center's chosen software.

MINIMUM EDUCATION AND WORK EXPERIENCE RQUIRED:

Experience in systems support work. Position requires an Associate's degree from an accredited college or university with a major in computer science, communications or job related field plus one (1) year related work experience. Education may substitute for experience on a year for year basis based on applicable coursework completed.

LICENSE OR REGISTRATION REQUIRED:

Current valid drivers license with clear driving record and proof of current liability insurance.

INTERVIEW TIME AND PLACE:

INTERVIEWS WILL BE SCHEDULED AFTER A REVIEW OF THE QUALIFICATIONS OF APPLICANTS.
Heart of Texas Region MHMR 110 S. 12th Street Waco, TX 76701
Contact: Human Resources Phone: (254) 752-3451