



Job Title: Help Desk Support Spec 1 Status: Part-Time	Unit: Information Technology Location of Position: Athens
--	--

Posting Date: December 16, 2020	Application Deadline Date: Open till filled	Job Code: ITT010
---	---	-------------------------

Help Desk Support Specialist 1
Hours: PT (25 hours per week)

Position Summary: Provides staff and end users with product and technical support by performing the following duties with a high degree of customer satisfaction and timeliness.

Duties and Responsibilities

Provides IT Help Desk support, website administration and end-user support.

- Manages IT assets/inventory
- Administers Outlook Exchange System
- Performs Intranet Administration and Content Management.
- Instructs users in the use of equipment and software.
- Diagnoses, troubleshoots and repairs PC software and hardware issues.
- Completes, maintains, and processes pertinent paperwork and records.
- Performs troubleshooting to isolate and diagnose common support problems. Responds to needs and questions of users concerning their access of network resources
- Handles staff problems that appear to arise from the use of the product.
- Provides “first look” support and troubleshooting for managed network services, voice, and data services.
- Provides updates, status and completion information to manager, problem request tracking system, and/or users, via voice mail, e-mail, or in person.
- Other duties as assigned by MIS Director

Minimum Qualifications

Completion of high school or equivalent AND Twelve months of experience providing software or hardware customer support of technical assistance to computer users OR Completion of a post-secondary vocational/technical school training in computer applications, computer technology or a closely related area AND Six months of experience providing software or hardware customer support OR Two years of college coursework in computer applications, computer technology or a closely related area

Preferred Qualifications: Technical/Associates degree or certification (IT, Telecommunications, A+) AND

- Experience with Microsoft Office Products.
- General knowledge of system administration.
- Great communication skills (Verbal & Written).
- Ability to work independently without supervision.
- Knowledge of network infrastructure, topologies and security.
- 1-2 years of experience working in (or equivalent training in) an IT systems support function.
- Technical understanding and basic troubleshooting knowledge
- Well organized and detail oriented.
- Good interpersonal skills and customer service

To APPLY

Submit resume to recruiter@advantagebhs.org.

Advantage Behavioral Health Systems
Human Resource Recruiter
250 Bray Street, Athens, Georgia 30601

Applicants are subject to criminal records, drug screening, employment, and/or background checks.

(Internal) This announcement is ONLY open to employees of Advantage Behavioral Health Systems

Advantage is an equal opportunity employer. It is the policy of Advantage that equal opportunity is afforded to all qualified persons without regard to race, color, religion, age, sex, national origin, disability, political affiliation, or gender/sexual orientation/gender identity.