

# **POSITION OPENING**

**November 9, 2015**

## **Technical Support Analyst 2**

**E-911**

### **Summary:**

This position is responsible to review, coordinate, and utilizes all available resources for the efficient operation of YCDES and EMA department computer equipment and to resolve hardware, software, and network problems including Cisco switches and routers and other needs as they arise. Work is carried out under the direct supervision of the Information Services Administrator, or Deputy Director-Technology, within the framework of well-defined policies and procedures, and some independent judgment is exercised.

### **ESSENTIAL DUTIES AND RESPONSIBILITIES**

- Review YCDES and EMA computer system anomalies and advises staff and users of appropriate corrective action.
- Management of YCDES and EMA Internet and email applications and server.
- Project Management of large-scale equipment/network installations and applications.
- Work directly with users to resolve operational hardware application issues.
- Cooperate with department management and supervisory staff to manage incoming trouble calls, schedule required repairs or support, and follow through with solution of the problem.
- Communicate with vendor's support avenues as needed to resolve software questions, problems, requests updates, and requests technical assistance.
- Maintain all YCDES and EMA servers, switches and routers and software. Including all Cisco related equipment.
- Assist with 24/7, around the clock support by taking turns with after-hours on call support.
- Investigate upgrades to computer systems hardware and software for future implementations.
- Review and recommends new or useful major vendor or third-party hardware and software.
- Assists in user network security profiles and auditing.
- Accountable for on-call rotation on the Mobile Communication Unit as needed.
- Other duties as assigned by Supervisor
- Maintain a working knowledge of all YCDES network configurations.
- Familiarity with PA Act 78.
- Must be able to write reports and maintain records as it relates to maintenance.
- Must use continuous visual attention to detail.
- Must be able to use moderate physical effort and lift equipment up to fifty (50) pounds.
- Must pass the County background check with no record of criminal conviction.
- Responsibility for use of a County assigned cell phone.
- Must be able to travel and maintain a valid PA class C driver's license.
- Accountable for on-call rotation on the Mobile Communication Unit as needed.

### **ESSENTIAL REQUIREMENTS / QUALIFICATIONS**

- Completion of Trade school or college courses in: practical applications of computer technologies, CCNA on Network +, computer principles, and procedures with relative certifications or 3-years of practical on-the-job training as Technical Support Analyst I, with practical test.
- Ability to logically analyze problems and relate technical, operational, and hardware problems to end-users, to resolve a workable solution.

***OFFICIAL JOB DESCRIPTION AVAILABLE IN THE HUMAN RESOURCES OFFICE***

Please stop by the Human Resources Office or visit [www.yorkcountypa.gov](http://www.yorkcountypa.gov) complete an application.

Our address is:

**Department of Human Resources  
28 East Market Street  
York, PA 17401**