

COUNTY OF LEBANON

Job Announcement

Posting Date: January 18, 2023

Position:	Operations Specialist
Department:	Information Technology Services Municipal Building, Room 211 400 S. 8 th Street Lebanon, PA 17042
Available:	Immediately
Bargaining Unit:	None
Hours:	Monday – Friday, 8:00AM to 5:00PM, 40 hrs/wk
Pay Grade:	NU12 (Non-union pay chart)
Salary Range:	\$1,549.76 B/W and up depending on experience
Full-Time employee benefits:	*Paid health, Vision, Prescription, *Paid Dental, *Paid Life insurance, *Paid Holidays, *Paid -time-off, *Pension retirement plan ----- <i>Additional Optional plans:</i> *Deferred Compensation plan, Whole Life, Short Term Disability, Critical Illness, Accident, & Cancer Plans.

- **A County of Lebanon Application must be submitted for consideration**
 - *Resume is recommended, however, is optional unless otherwise stated below*
- **Applications will be accepted through Wednesday, February 1, 2023.**

BRIEF DESCRIPTION OF DUTIES AND QUALIFICATIONS:

The primary purpose of this position is to perform system operations including, answering incoming calls, ticket system, scheduling, accurate job executions, processing, and overall day-to-day operations. Log problem calls in help desk application, conduct initial problem analysis to ensure proper identification and prioritization of problems and assign problems to the appropriate ITS staff. This position will handle all level one calls for both Windows and IBM system i. You must be able to trouble shoot and address all level one calls independently. This includes break/fix, general security and permissions as well as AD account management. Manage on-demand requests and escalate as necessary. This role will also include administrative assistant duties for the ITS department and all other duties as assigned.

MINIMUM EXPERIENCE AND TRAINING REQUIREMENTS:

High school diploma or general education degree (GED); and 1 to 3 years related experience and/or training in a production environment; or equivalent combination of education and experience. Must have working knowledge and experience with IBM i-system and Microsoft operating systems. Knowledge of LAN / WAN and security regulations and practices. Good customer service and communication skills. Valid PA driver's license and clear criminal background is required.

Application and resume submission options:

1.Scan and email your application and resume directly to:
Human Resources
Email: appy@lebanoncountypa.gov

2.Mail:
ATTN: Lebanon County Human Resources
Room 200
400 S. 8th Street,
Lebanon, PA 17042

3.Fax: (717) 675-2668

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