



**MONTGOMERY COUNTY**  
Department of Human Resources  
451 West Third Street, 9th Floor  
Dayton, OH 45422

<http://www.mcoho.org>

**INVITES APPLICATIONS FOR THE POSITION OF:  
Service Desk Analyst**

*An Equal Opportunity Employer*

**SALARY**

\$22.57 - \$27.66 Hourly    \$46,945.60 - \$57,532.80 Annually

**OPENING DATE:** 05/27/22

**CLOSING DATE:** Continuous

**POSITION OVERVIEW:**

Under the immediate supervision of the manager or guidance from a senior level team member, the Service Desk Analyst provides general help desk and technical service, assists others with program / data analysis and development of services. Provides basic troubleshooting, programming and systems analysis support for a broad array of large and small servers, workstations, and other automation devices and related projects as assigned.

**SUMMARY OF JOB DUTIES**

Under direction of senior IT staff, resolves help desk tier I tickets. Assists with maintaining positive relationships with internal and external customers. Assists staff with maintaining computer and group accounts. Maintains records of customer and computer support and activities involved. Assists with preparing knowledge references for users and staff by writing operating instructions, knowledge base and technical documents to incorporate into a Service Knowledge Management System and Service Catalogue.

Responds to requests for assistance related to hardware and software problems and uses remote access to perform hardware and software error debugging; troubleshoots and diagnoses problems and ensures repair and replacement of faulty hardware, disks, drives, cables, peripherals. Assists end users in learning the use of equipment and software packages including word processing, spreadsheets, graphics, database management and intranet services; assists in the development of computer applications and processes.

Performs related duties as required.

**MINIMUM QUALIFICATIONS AND REQUIREMENTS**

A related Technical/Associate's Degree with 2 years of progressive IT experience or High School Diploma with 4 years progressive IT experience. Or education, training and/or experience in an amount equal to the minimum qualifications stated above. Must have valid Ohio Driver's License with acceptable driving record and show proof of insurance.

(Other Evidences May Be Substituted)

**SUPPLEMENTAL INFORMATION**

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT:  
<http://www.mcoho.org>  
OR  
451 West Third Street, 9th Floor  
Dayton, OH 45422

Job #04751  
SERVICE DESK ANALYST  
JS

**Service Desk Analyst Supplemental Questionnaire**

- \* 1. Which service/help desk ticketing systems do you have experience with? Select all that apply.
  - None
  - ServiceNow
  - SolarWinds
  - BMC Remedy
  - System Center Service Manager
  - Other
- 2. Which service/help desk ticketing systems do you have experience with? If you selected other above, list here.
  
- \* 3. How many years do you have in providing Tier 1 or Tier 2 service/help desk support?
  - None
  - 0-2
  - 3-5
  - More than 5
- \* 4. What certifications have you completed? Select all that apply.
  - None
  - CompTIA A+
  - CompTIA Fundamentals
  - CompTIA Security+
  - CompTIA Network+
  - Microsoft Technology Associate (MTA)
  - CCNA
  - Cisco Certified Technician (CCT)
  - Other
- 5. Which certifications have you completed? If selected other, place response here.
  
- \* 6. Do you have a current valid driver's license with an acceptable driving record?
  - Yes     No

\* Required Question