

# Helpdesk Specialist I- Technology

## Ohio Turnpike - Berea, OH

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The Ohio Turnpike & Infrastructure Commission is seeking an experienced individual to work as a Helpdesk Specialist I in our Technology Department at the Administration Building in Berea, OH. Please consider bringing your experience, talents, and goals to one of Northern Ohio's vital resources and join the future of transportation.

If you are interested, here's some of what we can offer you:

- Salary range \$51,996.88-\$63,203.14 annually
- Excellent pension and health care benefits
- Generous paid leaves
- Stability

### **Main Job Tasks:**

- Provides tier 1 user support by phone, remote connection or in-person for various software applications.
- Enters issues and resolutions into the Commission's Helpdesk Tracking Software.
- Assists with maintaining fixed asset and equipment disposal records.
- Administers system backup procedures and rotates data backup tapes.
- Schedules maintenance vendor activities to ensure continued operation and availability of the data systems and hardware.
- Operates proximity card printer/encoder.
- Maintains adequate inventory levels of supplies to ensure continuous operation.
- Performs any other duties as may be assigned by the Systems Administrator or the Chief Information Officer.

### **Worker Characteristics:**

- Ability to comprehend technical material, troubleshoot and define problems, collect data, establish facts, resolve technical issues, be attentive to detail, develop system documentation.
- Communicate verbally and in writing on technical and non-technical matters.
- Establish effective working relationships within a Team environment.
- Flexibility to work with others in a wide variety of circumstances, work in a multi-tasking environment, adapt to changing work priorities and work under time constraints.
- High regard for attention to detail; security and confidentiality of data files is of highest level of importance.

### **Minimum Qualifications:**

- High school diploma or GED required.
- Completion of associate core program in computer science or related field preferred.
- Minimum of 1-3 years' experience involving administrative duties in a responsible technology position and a strong working knowledge of computer software fundamentals.
- Knowledge of computer science, data processing or equivalent work experience required.
- Experience with Microsoft Operating Systems and Office 365 required.

**Application Process:**

Those interested may apply [HERE](#). This link will redirect you to the Online Application site.

**Applications will be received until position is filled.**

***The Ohio Turnpike & Infrastructure Commission provides equal employment opportunities to all employees and applicants for employment and prohibits discrimination and harassment of any type without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.***