

**Department of Human Resources**  
Carroll County Government  
225 North Center Street, Room 100  
Westminster, Maryland 21157  
410-386-2129



Currently accepting applications for:  
**Client Services Analyst**  
**Department of Technology Services**

An Equal Opportunity Employer

**Client Services Analyst – Department of Technology Services**

\$59,114 annual salary (Grade C12), 40 hours per week, exempt position

Hours are typically Monday through Friday from 8:00 am – 5:00 pm

**Apply by 5:00 pm on January 26, 2023**

The Department of Technology Services is seeking a Client Services Analyst to join our System and Client Services team.

The Client Services Analyst is responsible for supporting a variety of users with numerous technology questions and problems by responding quickly to urgent requests, accurately troubleshooting various software, hardware, network connectivity, and cellphones; Setting up and delivering computers and printers to users and agencies as directed as well as managing inventory for assigned agencies; Backing up the Help Desk by answering phones and managing Help Desk queue as needed; And using Track-it (ticketing system) to record user issues, and resolutions.

The ideal candidate for this opportunity will have excellent verbal and written communication and skills, exceptional customer service, a working knowledge of technology, specifically computer hardware and both standard and custom software products, be able to analyze and plan technical support, identify trends, and recommend solutions, work well independently and collaboratively, and respond to emergency situations effectively. A+, Network+, and Security+ certifications are preferred.

Click [here](#) for the full job description

**Qualifications:**

1. Bachelor's degree in Computer Science, Information Technology, or related field
2. Two years' experience in investigation, evaluation, design and development of information systems and related technology analyzing operation and application of network computer systems
3. One year experience providing end user training
4. Microsoft Certified Systems Engineer or Microsoft Certified Professional preferred
5. Valid driver's license
6. Requires criminal background check as condition of employment

*A comparable amount of training and experience may be substituted for the minimum qualifications*

**Benefits of working for Carroll County Government:**

- ✓ Low-cost, no deductible healthcare plans (including prescription and vision)
- ✓ Low-cost dental insurance
- ✓ Up to \$9,000 in Tuition Assistance per fiscal year
- ✓ 13 paid holidays
- ✓ Receive 1 times your annual salary of Basic Life Insurance at no cost

Click [here](#) for more benefit details

**How to apply:**

- Apply online: <https://careers.carrollcountymd.gov/openings/>
- Pick up an application in our office: 225 N. Center Street, Room 100, Westminster, MD 21157
- Request an application by calling our office or sending an email to: [careers@carrollcountymd.gov](mailto:careers@carrollcountymd.gov)
- Applications must be submitted by 5:00 pm on the date the job closes
- Applications are **not** accepted by fax or email

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The County Commissioners of Carroll County recognize the rights of all people, including County employees, to equal opportunity. Discrimination against County employees on the basis of age, religion, gender, race, color, national origin, sexual orientation, marital status, physical or mental disability is strictly prohibited. The Americans with Disabilities Act, Titles I and II, applies to County government employment. If you have questions, suggestions, or complaints, please contact Kristy L. Bixler, Director and Carroll County Government Americans with Disabilities Coordinator for employment, at the Department of Human Resources (410-386-2129) or Md. Relay 711/800-735-2258. The mailing address is 225 North Center Street, Westminster, MD 21157.