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 March 29, 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
• Applications must be submitted by 5:00 pm on the date the job closes   Posted 3/8/22
• Applications are **not** accepted by fax or email   (23-56)