



Employment Opportunity

Network Client Analyst- Department of Technology Services
\$50,108 annual salary (Grade C12)
Exempt Position ~ 40 hours weekly with full benefit package
Apply By: Wednesday, September 4, 2019 @ 5:00 p.m.

GENERAL RESPONSIBILITIES

Works with Information and Technology Services staff and user agencies to evaluate, maintain and provide network and end user and data networks support for information systems and related technology.

ESSENTIAL TASKS include the following; other duties may be assigned.

1. Manage network ticket queue, network printer configuration, end user permissions, mail, calendar and folders
2. Monitor, troubleshoot, and perform system upgrades and maintenance
3. Assist with managing local and wide area networks by securing access to resources, and monitoring network performance
4. Assist in interpreting needs, upgrades and configuration of client accounts
5. Coordinate with Client Services Analysts to assist with technology projects, and feasibility studies as related to network and server resources
6. Coordinate with Client Services Analysts to develop short and long-range information and technology plans
7. Maintain up-to-date knowledge of information and technology methods and techniques to investigate, design, develop, install, evaluate, and maintain end users for information systems and related technology
8. Address errors and complaints
9. Provide service to customers by answering questions, providing information, making referrals, and assuring appropriate follow-through and/or resolution
10. Perform related duties as to specific assignments
11. Any employee may be identified as Essential Personnel during emergency situations
12. Communicate with managers, supervisors, co-workers, citizens, and others, maintains confidentiality; and represents the County

EDUCATION AND EXPERIENCE

1. Bachelor's degree in Computer Science, Information Technology or related field
2. One-year experience in investigation and evaluation of information systems and related technology analyzing operation and application of network computer systems
3. Two years' experience network active directory administration
4. Microsoft Certified Systems Engineer or Microsoft Certified Professional preferred

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

Certificates, Licenses, Registrations

1. Valid driver's license
2. Requires criminal background check as condition of employment

A Carroll County Government job application is required for these positions.

Apply on-line: www.carrollcountymd.gov

Call the Carroll County Job Hotline at (410) 386-2020 to request an employment application or call (410) 386-2129 for employment inquiries

**Posted: 08/13/19
(20-29)**

Carroll County is an equal opportunity employer