



Franklin County Public Health
280 East Broad Street
Columbus, Ohio 43215-4562
(614) 525-3160
www.myfcph.org

Job Posting

Why Work Here? Be Valued!

As a public service agency, we know our greatest assets are the people behind the service. We recognize the value of our employees through competitive pay and an amazing benefit package for staff and their family. Franklin County Public Health is proud to be an equal opportunity employer committed to hiring a diverse and inclusive workforce.

The FCPH value statement says it all: We serve our communities, our organization, and each other with Integrity, Accountability, Excellence, Humility and Respect.

Franklin County Public Health provides:

- Schedules to support a work/life balance.
- Robust benefits including medical, dental, vision, an employee assistance program and a flexible spending account.
- Life insurance, short and long term disability options are also offered.
- Vacation time, personal time, sick time, and paid holidays.
- And much more!

Now Hiring: Help Desk Technician

The Help Desk Technician is responsible for providing technological systems support related to computer systems, hardware, or software. Responds to queries, runs diagnostic programs, determines and implements a solution. This position focuses on providing excellent customer service to internal and external customers in accordance with the mission, core values, and purposes of Franklin County Public Health.

Duties Include:

- Performs routine technological systems support, maintenance, and testing
- Troubleshoots and resolves general system hardware, software, and network failures and conflicts
- Responsible for the installation, configuration and maintenance of computers, workstations and/or other related equipment
- Manage internal IT ticketing system
- Support audio and video equipment in conference rooms
- Manage and monitor internal assets to ensure accurate inventory records
- Other related duties as assigned

Requirements:

- High school graduate (Associates degree preferred)
- Minimum two years' experience in a help desk environment
- Minimum two years' customer service experience
- Basic computer hardware and software experience
- Proficient in Microsoft Office

LICENSURE OR CERTIFICATION REQUIREMENTS:

- Valid Ohio driver's license
- Related IT certifications (e.g. CompTIA) preferred

Salary: \$19.24/hour to \$24.06/hour - This is a non-exempt position.

Interested applicants should send:

1. Resume
2. Cover letter
3. FCPH application (located: <http://www.myfcph.org/careers>)

TO: fcphjobs@franklincountyohio.gov with subject: Help Desk Technician

OR Mail To:

Franklin County Public Health

Attn: Human Resources – Help Desk Technician

280 East Broad Street

Columbus, Ohio 43215-4562

Deadline for Applying: Internal applicants (April 5, 2019); External applicants (Until filled)

No phone calls please.

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