

SUPPORT DESK TECHNICIAN

JOB SUMMARY: The Butler County Sheriff's Office is currently accepting applications for Support Desk Technician that reports to the Sheriff's Office BRICS unit. BRICS is the Butler Regional Interoperable Communications Systems and is comprised of the countywide public safety radio IP infrastructure, 9-1-1 IP telephone system, and audio logging systems.

Job duties include but are not limited to:

- Develop and maintain solid understanding of user needs
- Work collaboratively with other technicians to solve problems
- Monitor and respond quickly and effectively to requests received via a ticket system
- Install, configure and maintain hardware, software and related infrastructure
- Update equipment inventory
- Perform basic administration and troubleshooting of specific corporate applications
- Create, review, and modify knowledgebase articles and systems documentation
- Monitor system events to predict or identify undiagnosed issues

JOB TYPE: Full-time

STARTING SALARY: \$25-\$31/hour (based upon experience), includes full-time benefit package.

HOURS: Monday-Friday, with the potential to be called in for emergencies outside of normal hours.

FULL-TIME BENEFITS PACKAGE INCLUDES: Medical/dental, vision insurance; Humana Health Improvement Programs; Wellness Program with participation rewards; Ohio Public Employees Retirement System; Deferred Compensation Retirement Plans; Supplemental Life, Disability and Critical Illness Insurance; 35k Lincoln Life insurance policy (free); Employee Assistance Program; Flexible Spending Accounts (including Dependent Care FSA); Paid vacation and sick leave; Annual step increases and additional incentive based wage available.

ADDITIONAL REQUIREMENTS

Possess a valid driver's license issued by their state of residence. Legally able to work in the United States. Never been convicted of a felony. No misdemeanor convictions, involving moral character. No dishonorable discharged from any of the Armed Forces of the United States

Requires associates degree or 2 years experience in a technology field.

Experience in a public safety field is preferred but not required.