



POSTED 06/23/08

JOB OPPORTUNITY #: 632-1170

**HELPDESK TECHNICIAN**  
**INFORMATION TECHNOLOGY**

**Responsibilities:**

Provides helpdesk support and training for end users; Provides consulting, technical support and problem tracking via telephone, email and in-person on the installation, configuration, use and troubleshooting of various personal computer systems and AS/400 operations; Runs server jobs, including assisting users with their printed output; Monitors network communications statuses; Maintains all personal computer software and hardware inventories; Assists with personal computer and network administration; Rotates offsite backup tapes and verifies successful completion of backup jobs; Provides backup to mail services department when necessary. Provides after hours on-call support rotation every other week. Occasional travel to remote locations required.

**Status:** Full Time

**Working hours:** 8:00 am – 5:00 pm, Monday – Friday

**Qualifications:**

Two year technical degree in Computer Science or a related field and at least one year of experience in one or more of the following: the operation and maintenance of personal computers, printers, and peripherals; the operation of a helpdesk; the operation and maintenance of network computer equipment including file servers, routers, hubs, switches, etc.; the operation, maintenance and administration of a network and e-mail server **OR**, in lieu of the technical degree, an additional 2 years of experience in one or more of the areas mentioned above. AS/400 operations experience preferred, but not required. Must have transportation and a valid Missouri Operator’s License. Must be able to perform physical activities, such as, but not limited to, lifting heavy equipment (up to 40 lbs and push/pull up to 80 lbs), bending, standing, climbing and walking. Must be able to sit for prolonged periods of time in front of a computer.

**Hourly Salary Range:** \$14.15 - \$17.69

**Deadline for Application:** Applications will be accepted until posting is removed.

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Apply online at [www.showmeboone.com](http://www.showmeboone.com) or in person at the Human Resources Department, 601 E. Walnut, Room 211, Johnson Building, 2nd Floor, Columbia, MO 65201, or call (573) 886-4395 if you have questions. Please call in advance if special accommodations are required in order to apply. Benefits include 100% County paid medical and dental employee insurance premium, pre-tax savings program, 2 weeks vacation, 12 paid holidays, matching deferred compensation plan and retirement plans. To see a complete list of posted positions, submit an online application or to download the application, log on to [www.showmeboone.com](http://www.showmeboone.com).

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