

# COUNTY OF LEBANON

## Job Announcement

Posting Date: January 10, 2019

<i>Position:</i>	<b>Operations Specialist</b>
<i>Department:</i>	<b>Information Technology Services Municipal Building, Room 211 400 S. 8<sup>th</sup> Street Lebanon, PA 17042</b>
<i>Available:</i>	<b>Immediately</b>
<i>Bargaining Unit:</i>	<b>None</b>
<i>Hours:</i>	<b>Monday – Friday, 9:00AM to 5:00PM, 40 hrs/wk</b>
<i>Pay Grade:</i>	<b>10 (Non-union pay chart)</b>
<i>Salary Range:</i>	<b>\$1540.16 biweekly</b>

- **A County of Lebanon Application must be submitted for consideration**
  - *Resume is recommended, however, is optional unless otherwise stated below*
- **Applications will be accepted through Thursday, January 24, 2019.**

### **BRIEF DESCRIPTION OF DUTIES AND QUALIFICATIONS:**

The primary purpose of this position is to perform system operations including, answering incoming calls, ticket system, scheduling, accurate job executions, processing, and overall day-to-day operations. Log problem calls in help desk application, conduct initial problem analysis to ensure proper identification and prioritization of problems and assign problems to the appropriate ITS staff. This position will handle all level one calls for both Windows and IBM system i. Manage on-demand requests of print jobs. Monitor forms and paper inventory. This role will also include administrative assistant duties for the ITS department.

### **MINIMUM EXPERIENCE AND TRAINING REQUIREMENTS:**

High school diploma or general education degree (GED); and also 1 to 3 years related experience and/or training in a production environment; or equivalent combination of education and experience. Must have working knowledge and experience with IBM i-system and Microsoft operating systems. Knowledge of LAN / WAN and security regulations and practices. Good customer service and communication skills. Valid PA driver's license and clear criminal background is required.

*An Equal Employment Opportunity Employer*

#### **COUNTY GOVERNMENT EMPLOYEES MAY CONTACT:**

Leeanne Shank  
Human Resources Assistant  
Room 200, Municipal Bldg  
400 S. 8<sup>th</sup> Street  
Lebanon, PA 17042  
[LShank@lebcnty.org](mailto:LShank@lebcnty.org)

#### **NON-COUNTY EMPLOYEES MAY CONTACT:**

CareerLink  
Attn: Ms. Doan Barefield, Program Supervisor  
243 Schneider Drive  
Lebanon, PA 17046  
Ph. 717-274-2554, ext. 138  
[dbarefield@pa.gov](mailto:dbarefield@pa.gov)