

Information Technology Case Aid

The Lake County Juvenile Court seeks to fill a full-time position as Information Technology Case Aid. The position will serve as primary support for technology related issues and questions.

General Duties and Responsibilities:

- Provide primary coverage of the Help Desk, serving as the first level of technical support for users
- Diagnose and resolve any PC hardware or software related issues
- Perform basic network connectivity testing
- Strong PC knowledge, both hardware and software, including Microsoft Office
- Ability to troubleshoot technology issues
- Setup, configure and install PC hardware, software and any related peripherals
- Provide responsive quality customer service and support
- Work both independently and as a team member
- Prioritize work load
- Assist IT staff with projects as needed
- Maintenance of network devices such as routers and switches
- Stay current with technology trends
- Train non-technical staff
- Perform other related duties as necessary

Minimum Requirements:

- Technical knowledge of PC hardware, software, printers and peripherals, Windows XP/Vista/7, Windows Server 2003/2008/2012, Microsoft Office, and knowledge of TCP/IP is strongly preferred
- Motivated individual with excellent work ethic, outstanding attitude and ability to multi-task effectively and efficiently
- Degree and/or certifications in technical disciplines preferred
- Valid Driver License with insurance
- Candidate will need to pass a background check and drug test
- Be able to lift computer, printer and other related equipment as required
- Bending, twisting, squatting, kneeling, working in confined spaces. Sitting and standing for extended periods of time.

Six Month Probationary Period Upon Hire

Compensation:

Lake County Government is an equal opportunity employer. Compensation based on skill set and abilities. Please send resumes to juvhr@lakecountyohio.gov. No phone calls please.