TECHNICAL SUPPORT ADMINISTRATOR  
(Office of Inspector General)

MINIMUM QUALIFICATIONS: Fifteen semester hours in Computer Sciences or Information Technology/Systems OR one year of experience in performing technical support functions, or an equivalent combination of education, training, and experience.

DUTIES:

Technical
- Able to provide Tier 1 level desktop technical support in a Windows based environment
- Able to demonstrate a basic level of understanding with Windows based network infrastructure
- Able to demonstrate a basic level of understanding with software applications and Windows OS integration
- Able to demonstrate a basic level of understanding with Windows based hardware configurations for desktops, laptops and printers
- Able to install and configure Windows OS software and related tools
- Able to maintain software and hardware inventory

Customer Service Skills
- First priority is to receive all staff inquiries and provide staff accepted resolutions in the most efficient and effective manner possible
- Communicates effectively with management and staff within OIG as well as externally to other departments
- Operates effectively as a team player
- Escalates calls to Tier 2 when unable to provide resolutions
- Escalate/Refer calls to 3rd party vendors in accordance to established policy
- Maintains accurate logs of inquiries and resolutions via tracking system.
- Maintain software and hardware upgrades as well as industry wide changes
- Assists in the implementation of support of new staff, processes, hardware and software
- Prepares training materials and instructs users in the operation of new or upgraded software applications

ANNUAL SALARY: Range: $44,604 – $72,744 (annual increases first three years)  
Starting: $44,604; Post successful six-month review $46,776