TECHNICAL SUPPORT ANALYST: Edgecombe County is accepting applications for a full-time Technical Support Analyst in the Information Technology Department. He or she will provide Tier I support pertaining to all county software, hardware, and related Information Technology (IT) supported systems by means of onsite and/or remote assistance. He or she will also: Provide first-level contact and problem resolution for all users with hardware, software, and applications technical difficulties; provides detailed, accurate, and timely logging of problems and resolution; acts as a liaison between customers and internal support staff to assure accurate problem interpretation; maintains communications with customers during the problem resolution process including verification of issue resolution and documentation; basic web administration. He or she must rely on experience and judgement along with preestablished procedures and instructions to identify, research, and resolve technical problems through the department ticketing system. This position reports to the Chief Information Officer.

Education: Associate/Technical degree with courses in Information Systems, Internet Technologies, Software & Web Development, or closely related field, with concentration in Systems Administration (Support Services) or Networking (Network Management) or equivalent combination of education and experience.

Special Requirements: A valid North Carolina driver’s license is also required, as well as pre-employment drug screening and background check.

A detailed job description is available upon request. Contact Edgecombe Human Resources Office at (252) 641-7832.

Starting Salary Range Begins at $34,233 (with excellent benefits that total over $11,000 annually); the starting salary may be higher depending on qualifications and experience of the candidate.

Posting Date: May 12, 2022

Closing Date: Open until filled

How to Apply: Interested candidates must complete and submit an online Edgecombe County Application Form along with a resume. The application may be obtained at www.edgecombecountync.gov.

Apply for this position.

Edgecombe County is an Equal Opportunity Employer.