

POSITION AVAILABLE

LEAD SUPPORT ANALYST

Colleton County Government is accepting applications from qualified individuals for the full-time position of Lead Support Analyst within the Technology Department. The successful candidate, under limited supervision, will be responsible for leading the technical support functions of County applications, databases, and software systems with emphasis on internally hosted software systems. Responsible for orchestrating user support requests with technicians and resolving escalated issues with appropriate vendor(s) and/or maintenance organization(s). Will serve as a resource in the resolution of software application problems/failures; act as liaison between user offices and system providers; manages installation of software updates; tests/troubleshoots following such installations; provides guidance/assistance to users in response to verbal/written questions on proper use, appropriate procedures, and operations; generates, receives, and reviews technical resolutions, verifying for completeness and accuracy, and initiating corrections when required, etc. Responsible for training new technicians the basics of managed software for client-side support and maintains a technical knowledge base of problem resolutions. Reports to the Technology Director.

Completion of Associates degree, in computer science or related field to include instruction in computer software, hardware, and operating systems is required. Prefer two to four years work experience that includes technical support, project coordination and installation and configuration of software applications. Experience with government oriented software systems is preferred. Must be knowledgeable of Microsoft Windows Server operating systems, Windows IIS web services, and database tools and technologies utilizing Windows SQL Server. Must have knowledge of or ability to learn network connectivity and basic concepts with network hardware and basic troubleshooting tactics, or any equivalent combination of education and experience which provides the required skills, knowledge and abilities.

A pre-employment drug screen and a satisfactory background check are also required.

E-mail resume to jobs@colletoncounty.org. Only qualified applicants will be contacted for an interview. The position will remain open until filled. Colleton County is an Equal Opportunity Employer.

SALARY: DOQ

FULL-TIME

SC STATE RETIREMENT & INSURANCE