



AN EQUAL OPPORTUNITY EMPLOYER

## Harford County Public Schools

Human Resources Office  
102 S. Hickory Avenue, Bel Air, Maryland 21014  
Telephone 410-588-5238

### PERSONNEL VACANCY

PLEASE POST

### APPLICATION SUPPORT ANALYST I

<b>LOCATION:</b>	Central Office-Technology and Information Services
<b>POSITION SUMMARY:</b>	To provide first level technical support, problem solving, and customer service for software applications and computer systems, as part of the user support team.
<b>ESSENTIAL FUNCTIONS INCLUDE:</b>	<p><i>These are intended only as examples of the various types of job duties to be performed. The omission of specific duties does not exclude them from the position if the work is a similar, related, or logical assignment to the position.</i></p> <ul style="list-style-type: none"><li>▶ Utilizing strong customer service skills, responds to user requests for information, assistance in problem resolution, password reset, and initial application support via telephone and email.</li><li>▶ Utilizes proper diagnostic techniques to accurately identify the scope of the problem; prioritizes, schedules, or escalates issues to appropriate resources as needed.</li><li>▶ Initiates problem resolution by creating, managing, and tracking work orders in the work order database.</li><li>▶ Maintains contact and follows-up with end-users on operational problems to ensure completion/resolution.</li><li>▶ Assists with the creation of training materials to support end-users with computer/software related operations.</li><li>▶ Assists the Application Support Analyst II in the completion of their job functions.</li><li>▶ Performs other work-related duties as assigned.</li></ul>
<b>SALARY:</b>	Grade 7 of the Salary Schedule for 12 Month AFSCME (\$35,250)
<b>REQUIREMENTS:</b>	<ul style="list-style-type: none"><li>▶ High school diploma or GED; associate of arts degree from an accredited college or university in information systems or related work experience preferred.</li><li>▶ Minimum of one year experience in a customer service related field.</li><li>▶ Excellent verbal and written communication skills; the ability to work effectively with a wide range of customers who possess varying levels of computer skills and technical knowledge.</li><li>▶ Excellent interpersonal and organizational skills.</li><li>▶ Intermediate knowledge of current Microsoft Office Suite, Windows XP Operating Systems, and Active Directory. Preferred: Obtain Microsoft Office Master Certification or equivalent with the first year of employment as Application Support Analyst I.</li><li>▶ Must be motivated, knowledgeable, and able to work unsupervised or as a member of the team.</li><li>▶ Must be willing to learn and continue training to become more proficient in supporting the applications systems used.</li></ul>
<b>DEADLINE:</b>	Online employment applications will be accepted until February 10, 2012.
<b>APPLICATIONS:</b>	Employment applications are accepted <b>online only</b> . To access the application, visit the Current Job Openings section of the HCPS website at <a href="http://www.hcps.org">www.hcps.org</a> . If you have questions or require assistance to complete the online employment application, contact the Human Resources Office at 410-588-5238.

The Harford County Public School System does not discriminate on the basis of race, color, sex, age, national origin, religion, sexual orientation, marital status, genetic identification, political affiliation, or disability in matters affecting employment or in providing access to programs for employees. Inquiries related to the policies of the Board of Education of Harford County should be directed to the Manager of Communications, 410-588-5203.

January 27, 2012