The
Georgia Public Service Commission
is accepting applications for

IT Support Engineer

Annual Salary: $64,000-$70,000 commensurate with experience

Recruitment Period: Until Filled
Number of Openings: 1

Job Description:

Under general supervision, provide IT support to an agency staff of 80+ and overall support to the IT department, responding to inquiries promptly and professionally, maintaining uninterrupted workflow and user satisfaction, ensuring that documentation of issues and resolution provided is adequate and comprehensive.

Qualifications

- High School Diploma/Bachelor Degree in Information Technology, Computer Science or a related discipline preferred; professional certification is a plus.

- Must have strong Microsoft Windows operating system knowledge, strong mobile device support skills, and current hardware and software experience is required.

- Any of the following skills/experiences will be given preferences: Experience with current PSA/RMM systems, Microsoft Windows Servers, Office 365, Azure Cloud infrastructure, VMware/Hyper-V, VOIP experience, Linux skills, MAC skills, Microsoft Teams, Zoom broadcast video equipment operating knowledge and experience, Security and Firewall/VPN technologies (Cisco, Barracuda Networks, Ubiquiti, etc.) experience and skills.

- Must have excellent written and verbal communication skills.

- Three to five years of experience in IT support or MSP is required.

Responsibilities:

- First line technical support for end-user computer software, hardware, printers, network connectivity issues, and mobile device support.

- Support day-to-day operations and network troubleshooting tasks (i.e., user account creation, email account creation and configuration, backup configuration, spyware/virus removal) and maintain the effective and efficient operation of core business applications.

- Communicate and collaborate with vendors on the repair of hardware such as desktops, laptops, and printers.

- Perform hardware and software deployments including setup of desktops, laptops, mobile devices, and servers; installation of operating systems, updates, patches, core business

applications, printers, and connecting the equipment to the network.

- Provide recommendations to the management staff regarding the improvement in the operations processes, security, and hardware/software acquisitions.

Excellent Benefits:

- 401(k) with matching
- Defined Benefit Plan (pension)
- Employer qualified for Student Loan Forgiveness program
- Health Insurance
- Dental and Vision Insurance
- Health Savings Account
- Life Insurance
- Employee Discounts
- Flexible Schedule
- Vacation Leave – three weeks annually that rollover
- Sick Leave – three weeks annually that rollover
- 13 Paid Holidays
- Professional development assistance

To Apply:

Apply online at https://psc.ga.gov/career-opportunities/

In addition to attaching your resume, complete the Blank State Application form also located under careers-opportunities/