SC DEPARTMENT OF CORRECTIONS

-JOB POSTING NOTICE (EOE)-

OPENING DATE: 11/28/17 CLOSING DATE: UNTIL FILLED

SCDC INTERNAL TITLE: IT SERVICE SPECIALIST III SCDC POSITION #: 017654
HOURS/WEEKLY: 037.50 SHIFT SCHEDULE: 02 WORK TIME: 0830 AM - 0430 PM
LOCATION: RESOURCE & INFORMATION MGMT - ADMINIST, COLUMBIA (RICHLAND)

STATE JOB TITLE: IT SERVICES SPECIALIST III STATE JOB CLASS: AM62
PAY BAND/LEVEL: 05 B
BAND: 05 SPECIAL INCENTIVE: NO
HIRING SALARY RANGE: $ 034157 - $ 044112 SCEIS POSITION #: 61022465

MINIMUM AND ADDITIONAL REQUIREMENTS:
A HIGH SCHOOL DIPLOMA AND EXPERIENCE IN OFFICE AUTOMATION SYSTEMS, DATA COMMUNICATIONS SYSTEM DESIGN, INSTALLATION, OPERATION, REPAIR, SALES OR MARKETING, OR PROCESSING OF INFORMATION IN A DATA PROCESSING ENVIRONMENT OR RELATED SYSTEMS. AN ASSOCIATE'S DEGREE OR A BACHELOR'S DEGREE IN A RELATED FIELD MAY BE SUBSTITUTED FOR THE REQURIED WORK EXPERIENCE. ASSOCIATE'S DEGREE AND TWO YEARS' EXPERIENCE WITH AUTOMATED SYSTEMS, MICROCOMPUTERS, MINICOMPUTERS, DATA COMMUNICATION HARDWARE & SOFTWARE, OR HIGH SCHOOL DIPLOMA AND FOUR YEARS' EXPERIENCE. ABILITY TO COMMUNICATE CLEARLY BOTH ORALLY AND IN WRITTEN FORM. ABILITY TO WORK WITH OTHERS IN A TECHNICAL ENVIRONMENT PROVIDING FIRST LEVEL PROBLEM DETERMINATION TO USERS OF SCDC ON-LINE SYSTEMS STATEWIDE. ONE YEAR HELP DESK EXPERIENCE. EXPERIENCE WITH ELECTRONIC MEDICAL RECORDS A PLUS.

DESCRIPTION OF DUTIES:
UNDER LIMITED SUPERVISION, PROVIDES FIRST LEVEL SUPPORT FOR USERS OF SCDC HEALTH IT SYSTEMS, INCLUDING ELECTRONIC HEALTH RECORD, OFFENDER MANAGEMENT SYSTEM, LAB INFORMATION SYSTEM, PACS SYSTEM, PHARMACY INFORMATION SYSTEM, MEDICAL VIDEOCONFERENCING AND ALL OTHER MEDICAL TECHNOLOGIES. ASSIST THE ELECTRONIC HEALTH RECORD (EHR) SUPPORT STAFF WITH ADVANCED LEVEL SUPPORT OF END USERS. PROVIDE FIRST LEVEL SUPPORT AND HELP DESK SERVICES FOR USERS OF SCDC MAINFRAME SYSTEM, PC NETWORK, AND TELECOMMUNICATIONS. SERVE AS THE CENTRAL POINT OF CONTACT FOR ALL PASSWORDS, USER IDS, ACCESS QUESTIONS AND PROBLEMS. POINT OF CONTACT FOR ALL IT AND TELECOMMUNICATIONS HARDWARE/EXCHANGE/ REPAIRS TO INCLUDE: PRINTERS, CARD SCANNERS, PAGERS, TELEPHONES, CELL PHONES, RECEIPT PRINTERS, DIGITAL CAMERAS, ETC. SERVE AS BACK-UP TO OTHER HELP DESK STAFF MEMBERS IN THE PERFORMANCE OF THEIR DUTIES AND CONTINUE CROSS-TRAINING SO ALL MEMBERS WILL BE ABLE TO ASSIT WITH ALL HELP DESK DUTIES.
COMMENTS:
PLEASE SUBMIT RESUME WHEN APPLYING FOR THIS POSITION
THIS IS A NEOGOV POSITION APPLY ONLINE @ AGENCY.GOVERNMENTJOBS.COM/SC