

Internal and External Posting	
Position Title	IT – Service Desk Analyst
Position #	13019
Posting #	1851
Location	Greenville or Wilmington, NC (depending on applicant location)
Description	This is a technical position responsible for providing first and second level support for all technology used within the agency. This position will be responsible for responding to Service Desk tickets, deploying I.T. equipment, developing software images, testing patches, training end-users, and evaluating best support actions based on available resources. This position will also function as a backup to other I.T. roles as needed.
Requirements	<p>Education / Experience: Requires a 2 year degree and 2 years of experience in I.T and one or more below specific IT certifications, or a 4 year degree and 1 year of I.T. experience, or equivalent combination of education, experience and certification.</p> <p>Certifications: One or more of Microsoft Office Specialist, CompTIA I.T. Fundamentals or CompTIA A+ or equivalent certifications preferred.</p> <p>Must have valid driver’s license.</p>
Salary Range	\$34,128.00 - \$68,663.00
Hours	8:30 am – 5:00 pm, Monday through Friday are normal working hours
Contact	Debbie Lambert
Address	144 Community College Rd. Ahoskie, NC 27910
Telephone	1-866-998-2597
Fax	252-209-0746
Email	CareerOpportunities@TrilliumNC.org
Published	10-11-18
Closing	Open Until Filled. Interested individuals must submit a resume with detailed education and experience requirements in order to qualify. Resume must be received in the Ahoskie Office to be considered.
<p>Trillium Health Resources is an Equal Employment Opportunity Employer (EEO)</p>	