



## Cuyahoga County Personnel Review Commission Eligibility List

**Classification:** Service Desk Analyst  
**Appointing Authority:** Information Technology  
**Examination Date(s):** August 31, 2018  
**Date List Established:** September 6, 2018  
**Date List Expires:** September 5, 2019  
**Status:** Competitive  
**Examination Maximum Score:** 100 Points  
**Examination Passing Score:** 51 Points

<b><u>Rank</u></b>	<b><u>Last Name</u></b>	<b><u>First Name</u></b>	<b><u>Score</u></b>
1.	Furcron	James	93.50
2.	Fagan	Patrick	72.50
3.	Roberts	Juan	69.00
4.	Scott	Talina	62.00
5.	Baba-Alwaiz	Shamsu	58.00
6.	Starling	Michael	57.00



## CUYAHOGA COUNTY ANNOUNCES THE FOLLOWING CAREER OPPORTUNITY

### Service Desk Analyst

Salary: 39,582.40 - 52,478.40

Information Technology

Location: 2079 E Ninth St  
Cleveland OH 44115

Reports to: Network Engineering Manager

Hours: 8:30 AM - 4:30 PM

M-F

The Service Desk Analyst provides assistance to County end users who have issues or questions regarding hardware, software or applications supported by the Department of Information Technology (IT).

This position is subject to civil service examination. Exam information will be sent to qualified applicants at a later date. All communications about testing will be made via email, using the email address on your online profile. You must monitor your email account for notifications sent from PRCEM

**REQUIREMENTS:** Associate's degree in computer science or related field and six (6) months of experience that includes troubleshooting and resolving computer problems; or an equivalent combination of education, training, and experience.

**RESPONSIBILITIES:** Develops an understanding and relationship of the core business applications and the associated technologies within nine months on the job; communicates effectively with employees, technical support staff and vendors; manages Severity 1 incidents including communications to technicians; provides Service Desk and general technical support to employees; determines and differentiates between user application and infrastructure incidents; researches and develops solutions for incidents; achieves full understanding of Service Desk escalation protocols. Develops an understanding of the County's infrastructure; assists users in accessing and utilizing office technology; provides technical support and operating instructions on applications and hardware devices; provides hardware related training; develops training materials; leads Root Cause Analysis (RCA) for specific incidents; ensures that all documentation is complete. Keeps users informed of status of problem resolutions; complete application training within one year; attend other training as required; performs miscellaneous clerical duties.

**APPLICATION PROCEDURE:** Please complete an on-line profile. Applications and resumes will only be accepted through the on-line process. All job offers are made with the understanding that prospective employees pass a drug test and a criminal background investigation prior to being hired.

### Applications must be received by 11:59 pm, July 17, 2018

Reasonable accommodation is available to all employees and applicants. If you have a disability that needs to be accommodated, please contact the Department of Human Resources/ADA Coordinator at (216) 443-7190.

Please note that this position may be subject to an oath of office and/or bonding requirements pursuant to Chapter 107 of the Cuyahoga County Code.

**Equal Opportunity Employer - Smoke-free and Drug-free Workplace.**

**Visit our website: [www.cuyahogacounty.us](http://www.cuyahogacounty.us)**

Posted: 07/12/2018