



*Do you desire to make a difference in your community and be off most evenings and weekends? If so, this is the job for you!! [Click here to watch the video.](#)*

**Posted Date:** December 17, 2024 **Closing Date:** Open until filled  
**Position Type:** 2 Full-Time Positions  
**Location:** Southwest Health District /Albany, GA  
**Paygrade/Salary:** I-\$42,143  
(Based on qualifications/experience)  
**Job Code:** ITP160

### IT Support, Level 1

**(Based on qualifications/experience)**

*We offer 13 paid holidays, Educational Support Leave, and 3 weeks accrual of Annual Leave & 3 weeks accrual of Sick Leave. A defined benefit retirement plan, plus (employer matched) 401(k) plan. Health and Flexible Benefits (Dental, Vision, Legal, Long-Term Care, Dependent Life, AD&D, Short- and Long-Term Disability, and Spending Accounts).*

#### General Nature of Work or Job Summary

- Works with an IT department supporting a 14-County Public Health District. Provide system user support on a continuing basis by phone, electronic means, or site visit. Has hardware/software installation and maintenance responsibilities related to Windows servers, routers, switches, VoIP, tablets, printers, and mobile devices. May develop and conduct training programs for software/hardware users.
- This position will require driving company vehicles (A valid driver's license is required).
- When required, troubleshoot computer network cable-related issues and perform minor patch cable maintenance.
- Provides outstanding customer service.
- Maintains HIPAA standards related to Privacy and Security.
- May be tasked to assist with IT-related projects from time-to-time.
- This position may require working some evenings and weekends.
- This position requires the ability to lift up to 45 lbs., and the ability to bend and reach up.
- Responds to Public Health Emergencies

#### Minimum Qualifications

High school diploma or GED AND training and experience necessary to independently provide technical support to computer users in an assigned office/geographic area. This position requires the ability to lift up to 45 lbs., and the ability to bend and reach up.

#### Preferred Qualifications

- Public Health experience
- Completion of an Associate Degree or higher in IT or related field  
*(Please mail or bring a copy of College Transcript or Diploma to Interview—must have official transcript prior to start date)*
- Experience with HIPAA, Windows Server (Installation & Maintenance), Routers and Switches (Installation & Maintenance), Printer (Installation & Maintenance), Cable Management
- Bilingual (Spanish) and English

#### Instruction to Apply + Other Important Information:

A State Merit Application for Employment must be received by this office no later than the deadline. **Highlight any experience related to the Preferred Qualifications.** This position may require driving company vehicles (Valid driver's license required) and working some evenings and weekends during special events such as health fairs and responding to disasters. **Selected applicant must consent to a motor vehicle record assessment. Points should be less than 10 and/or not negatively impact insurance rates for the agency.** Drug screen, criminal background check and immunization records may be required. If selected, male applicants between 18 and 26 years of age must present proof of Selective Service Registration. All information submitted is subject to verification.

Southwest Health District  
Tischkia Joiner-**Human Resources**  
[Tischkia.Joiner@dph.ga.gov](mailto:Tischkia.Joiner@dph.ga.gov)

**We are an Equal Opportunity Employer** Ways to apply(choose one): [Paper Application](#), [DPH Careers](#), [Team GA Careers](#)

Due to the volume of applications received, we are unable to provide information on application status by phone or e-mail. All qualified applicants will be considered but may not necessarily receive an interview. Selected applicants will be contacted by the hiring agency for next steps in the selection process. Applicants who are not selected will not receive notification. This position is subject to close at any time once a satisfactory applicant pool has been identified.

**Only apply if you have a sincere desire to serve and can provide outstanding customer service, 100% of the time!**