Our innovative and growing company is looking to fill the role of computer systems. Please review the list of responsibilities and qualifications. While this is our ideal list, we will consider candidates that do not necessarily have all of the qualifications, but have sufficient experience and talent.

Responsibilities for computer systems

- Document technologies and procedures
- Performing in an executive customer facing role, utilizing a highly proficient level of customer care skills to successfully interact with customers to ensure effective service delivery and customer satisfaction
- Providing Tier 2 and Tier 3 level laptop/desktop system problem resolution or mitigation, emergency support and other duties as required
- Interact with System Engineers, Integrators, and System Developers to understand minimum operating requirements, , make regular contact with customer and System Developers in reporting problems and implementing resolutions to system anomalies
- Receive internal training and is expected to complete the level 1 network monitor certification with 90 days of starting on the program
- Participate in design, development, documentation, and configuration management, testing and deployment activities
- Provide monthly and weekly status reports for the customer and Program Manager
- Informs Senior Systems Analyst and the SCADA Supervisor of errors or problems with the network or system applications
- Will be required to perform various duties such as (but not limited to) file maintenance, workspace cleanup, maintain warehouse space and telephone answering as needed
- Performs various lower classified duties such as (but not limited to) CSA II

Qualifications for computer systems

- Performing other administrative, technical, functional, and support duties as assigned
- Knowledge of the child support enforcement program and the FPLS
- BA/BS degree or equivalent experience will be accepted in lieu of a degree
- Some experience as a customer service representative or in a customer service related environment
- At least one year experience with Microsoft Office tools, specifically Word, Excel and PowerPoint
- Bachelor's degree plus min 5 years experience in IT field