



## **Employment Opportunity**

**Ohio Mid-Eastern Regional Education Service Agency**

**Seeks: IT Technician**

**Date Posted: July 7, 2022**

**Application Deadline: August 2, 2022**

The OME-RESA seeks an innovative and enthusiastic individual to join the Technical Services support team. The IT Technician will provide direct support to contracted customers regarding all OME-RESA and entity technical services.

### **Desired Qualifications:**

- Minimum of an Associate's Degree or recognized information technology certifications with appropriate experience in an area deemed appropriate by the OME-RESA Board of Directors
- 1 to 2 years of information technology experience desired
- Previous customer support experience with information technology systems
- Experience using Microsoft Operating Systems and productivity applications is desired
- Be prompt, directed, reliable, self-motivated, and highly dependable
- Demonstrated ability to manage multiple tasks and priorities
- Excellent oral and written communications skills
- Excellent interpersonal communications and human relations skills
- Demonstrated ability to use technology to communicate
- A high level of professional integrity
- Strong analytical and organizational skills
- Documented evidence of a clear criminal record

### **Essential Duties and Responsibilities:**

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties. Other duties may be assigned.

- Installing, configuring, and maintaining the software and hardware components of information technology systems
- Experience with server and/or network virtualization technologies
- Diagnosing and troubleshooting software and hardware issues
- Perform hands-on fixes at the desktop level, including installing and upgrading software, implementing file backups, and configuring systems and applications.
- Ensuring the security of the components of information technology systems with the installation of appropriate security and system updates.
- Supporting people whenever they encounter challenges with components of information technology systems
- Maintaining and updating technical documentation regularly

- Testing new hardware and software before full-scale installation
- Record, track, and document - help desk requests, problem-solving processes, including all successful and unsuccessful decisions made, and brief IT Support Team on the final resolution.
- Perform other specific job-related duties as directed by the Chief Technology Officer and Executive Director

This successful candidate will report to the offices of the contracted entities in the Steubenville, OH area, with occasional travel throughout Ohio.

This full-time position includes an excellent benefits package along with a salary commensurate with education, experience, and the successful candidate's potential for excellence.

The link to the job description can be found here:

[https://www.omeresa.net/docs/p2\\_ITTECHNICIANJP.pdf](https://www.omeresa.net/docs/p2_ITTECHNICIANJP.pdf).

Interested professionals should submit a cover letter and current resume by 4:00 pm on August 1, 2022, to: [careers@omeresa.net](mailto:careers@omeresa.net)

*OME-RESA reserves the right to fill positions before the application deadline and to not fill or to repost the position if successful candidates are not selected. Every consideration will be given to underrepresented and nontraditional candidates. OME-RESA does not discriminate based on race, color, religion, sex (including pregnancy, gender identity, and sexual orientation), parental status, national origin, age, disability, family medical history or genetic information, political affiliation, military service, or other non-merit-based factors.*

#### **About OME-RESA**

OME-RESA is one of 18 Information Technology Centers (ITC) of the Ohio Education Computer Network (OECN) serving 50 school districts and related agencies in Eastern Ohio. The mission of OME-RESA is to support stakeholders through the delivery of innovative services.