STATE OF SOUTH CAROLINA

Commission for the Blind

1430 Confederate Avenue

Columbia, SC 29201

<https://www.careers.sc.gov>

INVITES APPLICATIONS FOR THE POSITION OF:

Help Desk Specialist

An Equal Opportunity Employer

THE LANGUAGE USED IN THIS DOCUMENT DOES NOT CREATE AN EMPLOYMENT CONTRACT BETWEEN THE EMPLOYEE AND THE AGENCY. THIS DOCUMENT DOES NOT CREATE ANY CONTRACTUAL RIGHTS OR ENTITLEMENTS. THE AGENCY RESERVES THE RIGHT TO REVISE THE CONTENT OF THIS DOCUMENT, IN WHOLE OR IN PART. NO PROMISES OR ASSURANCES, WHETHER WRITTEN OR ORAL, WHICH ARE CONTRARY TO OR INCONSISTENT WITH THE TERMS OF THIS PARAGRAPH CREATE ANY CONTRACT OF EMPLOYMENT.

**OPENING DATE:** 10/02/18 **CLOSING DATE:** 10/09/18 11:59 PM

**JOB TITLE:** Help Desk Specialist **CLASS CODE:** AH30

**POSITION NUMBER:** 61081339 **SLOT NUMBER:**

**STATE SALARY RANGE:**

 $26,988.00 - $49,932.00 Annually **AGENCY HIRING RANGE - MIN:**

**AGENCY HIRING RANGE - MAX:**

**LOCATION:** Richland County, South Carolina

**JOB TYPE:** FTE - Full-Time

**NORMAL WORK SCHEDULE:** Monday - Friday (8:30 - 5:00)

**RESIDENCY REQUIREMENT:**

**RESIDENCY REQUIREMENT SPECIFICS (IF ANY):**

**AGENCY SPECIFIC APPLICATION PROCEDURES:**

Please apply online. Contact 803-898-7297 if you need assistance completing your application.

**JOB RESPONSIBILITIES:**

Under direct supervision, provide clerical support to the Information Technology Division.

**MINIMUM AND ADDITIONAL REQUIREMENTS:**

A high school diploma and relevant program experience.

**PREFERRED QUALIFICATIONS:**

A Bachelor's degree may be substituted for the required program experience.

**ADDITIONAL COMMENTS:**

Ability to exercise judgment and discretion. Ability to establish and maintain effective working relationships. Ability to deal courteously and effectively with the public. Ability to understand and carry out technical and non-technical instructions and requests. Ability to communicate in a clear and concise manner. Reports directly to the Information Technology Division Director. Ability to exercise judgment and discretion in interpreting and applying policies and procedures. Should be able to work independently. Most work completed inside, some travel. Employee will be responsible for meeting designated productivity standards. May lift or carry boxes weighing 5-15 pounds.

\*\*The entire application history should be included on the application. All sections under the Work Experience portion of the application must be completed. If the information is not listed, then your application may be considered incomplete. The words "See Resume" are not acceptable. A resume may not be substituted for the completed application. Your employment history should include volunteer work, military time and any time spent unemployed.\*\*

**The South Carolina Commission for the Blind provides affirmative action and equal opportunity in employment for all qualified persons regardless of race, color, veteran status, genetic information, sex -including the basis of pregnancy, childbirth, or related medical conditions, national origin, age, religion, disability or any other protected category.**

APPLICATIONS MAY BE OBTAINED AND FILED ONLINE AT: Job #82293

careers.sc.gov HELP DESK SPECIALIST

OR LG

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Help Desk Specialist Supplemental Questionnaire

\* 1. Stop! All sections under the Work Experience portion of the application must be completed to include: Dates of Employment, Employer Name, Position Title, Address, Supervisor's Name, Phone Number, Website, Permission to Contact Employer field, Hours per week, and Number of Employees Supervised. If these sections are not completed, your application may be considered incomplete. The words "See Resume" are not acceptable. A Resume may not be substituted for your completed application. Your employment history should include volunteer work, military time and any time spent unemployed. Have you completed the entire application?

(Checkbox) Yes (Checkbox) No

\* 2. The following questions are designed to better help us understand your experience. A simple "yes" answer will NOT be construed as having met the expectations of these questions and may require a detailed explanation. Please indicate your understanding of this requirement.

(Checkbox) Yes (Checkbox) No

\* 3. Please select you level of education.

(Checkbox) High School Diploma

(Checkbox) Bachelor's Degree or higher

(Checkbox) None of the above

\* 4. Do you have relevant program experience?

(Checkbox) Yes (Checkbox) No

\* 5. If you answered "yes" to the above question, please explain in detail how your experience is relevant to this area of employment. If you answered "no" to the above question, please type N/A in this field.

\* 6. Are you familiar with office equipment?

(Checkbox) Yes (Checkbox) No

\* 7. If you answered "yes" to the above question, please provide in detail your level of training and experience. If you answered "no", please type N/A in this field.

\* 8. Do you understand that Supplemental Questions are considered a part of your official application and that any misrepresentation will result in your disqualification from employment?

(Checkbox) Yes (Checkbox) No

\* 9. How did you find out about the vacancy? Please be specific.

\* Required Question