



IT Support Specialist (Hybrid eligible)

Compensation: Starting at \$52,873.60

Employment Status: Full-time

FLSA Status: Non-Exempt

Civil Service Status: Bargaining Unit

The Franklin County Auditor's Office is seeking an IT Support Specialist to join the IT team.

Who are we?

The Franklin County Auditor's Office is dedicated to serving the community by ensuring fairness and accuracy in weight and measures across the county. Our mission is to protect and empower consumers, making sure they receive what they rightfully pay for at gas pumps and retail store scanners. As a trusted steward of county finances, we strive to promote fiscal responsibility and innovative initiatives that benefit all residents of Franklin County.

In addition to these important responsibilities, we assess property values to determine fair property taxes, while also working to provide tax relief for senior and citizens who are disabled. We understand the importance of supporting vulnerable populations and strive to make the process as accessible and accommodating as possible.

We are committed to upholding state regulations by ensuring that our furry friends are licensed. As required by state law, we proudly license dogs, recognizing the significance of responsible pet ownership within our community.

At the Franklin County Auditor's Office, we value the diversity of our residents and businesses and strive to create an environment of fairness, inclusivity, and equity in all our endeavors.

What will you do?

Provide technical support and technical training to users for hardware usage and software applications.

Maintain, track, coordinate and deliver inventory and perform user management.

Install, configure, and troubleshoot hardware and software.

Create and maintain technical documentation, knowledgebase articles, and standard operating procedures.

Identify and recommend opportunities to streamline, automate, and/or optimize processes.

Assist with content management, data quality, data preparation, forms, and reporting.

Who should apply?

We encourage individuals with possession of an associate degree from an accredited college or university in computer science, information management systems, or related discipline; two (2) or more years of related experience and/or training; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of this position.

We believe in the power of diversity and inclusivity, and we want to create an exciting and equitable environment for all. You belong here, and we encourage you to apply today!

Why should you work here?

We believe in providing an exceptional benefits package that recognizes the value of our employees: Some of our benefits include:

1. **Healthcare:** We offer a competitive medical, dental, and vision plan with low-cost deductibles.
2. **Public Loan Forgiveness:** As a public employee, your student loans can be forgiven after making the required monthly qualifying payments.
3. **Education Reimbursement & Training:** We invest in your growth and development by allowing you to expand your skills.
4. **Free-Parking Program/COTA Buss Pass:** Take advantage of the free parking program available through a lottery process annually; employees of the County get free weekday access to the Central Ohio Transit Authority (COTA) system.
5. **Wellness Incentive Program:** Our wellness incentive program rewards you with monetary incentives for engaging in healthy activities and maintaining a balanced lifestyle.
6. **Generous Time Off:** You deserve time for yourself and your loved ones. Enjoy 32 hours of personal leave per calendar year, 2 floating holidays, and 12 paid holidays annually. Additionally, accumulate sick and vacation leave for well-deserved breaks.
7. **Hybrid Work Schedule:** We understand the importance of work-life harmony. For most positions, we offer a hybrid work schedule that allows flexibility in where you work, promoting a healthy integration of personal and professional life.
8. **Emphasis on Diversity and Inclusivity:** We celebrate and embrace diversity in all its forms. Our office is committed to creating an inclusive and equitable environment where everyone feels valued and empowered.