



**GEORGIA BUREAU OF INVESTIGATION
JOB VACANCY NOTIFICATION #15-013**

POSTED: August 07, 2015

DEADLINE: August 14, 2015

JOB TITLE: Help Desk Specialist

JOB CODE: 80709

PAYGRADE: 14

POSITION NUMBER: 00203359

LOCATION: Georgia Crime Information Center (GCIC)/
Application Program/Development
GBI Headquarters – Decatur, Georgia

SALARY RANGES: \$32,418.30 – \$44,571.27 annually

DUTIES AND RESPONSIBILITIES:

Installs, configures, and supports a local area network, wide area network, internet system, computers, desktops and/or mobile devices. Performs necessary maintenance to support network availability.

MINIMUM QUALIFICATIONS

Completion of high school or equivalent **AND** Three years of experience providing software or hardware customer support of technical assistance to computer users.

OR

Completion of a post-secondary vocational/technical training in computer applications, computer technology or a related area **AND** One year of experience providing software or hardware customer support.

PREFERRED QUALIFICATIONS

In addition to the minimum qualifications, preference will be given to applicants with work experience in the following area:

- A+ certification level.

VACANCY OPEN TO QUALIFIED APPLICANTS

TO APPLY:

- **SUBMIT (2) STATE OF GEORGIA APPLICATIONS TO:**

Georgia Bureau of Investigation
Attn: Human Resources
P. O. Box 370808
Decatur, GA 30037-0808

Applications may be obtained by clicking the following link: [GBI State Application](#)

- The Job Vacancy Number 15-035, along with Job Title and Job Code must be listed on applications for this vacancy.
- Applications should be filled out carefully and completely. **Applications will not be considered that have "see attached" in lieu of completing the work history and job information on the application.**
- Due to the volume of applications we receive, we are unable to provide information on application status by phone or by e-mail. All qualified applicants will be considered, but may not necessarily receive an interview. Applicants who are not selected for an interview will not receive notification.
- The GBI reserves the right to close this job announcement once a qualified applicant pool has been identified.
- Employment for the selected candidate(s) is contingent upon the successful completion of a GBI background investigation including criminal, credit and driver's history checks, polygraph examination, fingerprinting and drug screening. Click the following link for a list of [GBI Employment Disqualifiers](#).

All applications must be received in the GBI Office of Human Resources by close of business on the deadline date posted on this job vacancy announcement.

THE GBI IS AN EQUAL OPPORTUNITY EMPLOYER