GEORGIA BUREAU OF INVESTIGATION
JOB VACANCY NOTIFICATION #14-041b
Re-Announced

POSTED: April 21, 2014 **DEADLINE:** April 29, 2014

JOB TITLE: TS: Business Op Generalist (WL)
JOB CODE: 80350
PAYGRADE: 13

POSITION NUMBER: 00203359

LOCATION: Georgia Crime Information Center/
Computer Services
GBI Headquarters
Decatur, Georgia

SALARY RANGE: $29,399.50 yr. - $40,402.62 yr.

DUTIES AND RESPONSIBILITIES:

Under direct supervision provides hands-on deployment and technical support of laptops, desktops and peripherals to in-house and remote customers. Configure and support desktop applications and ensure all configurations comply with IT policies and security policies. Be reliable and effective while providing superior customer service utilizing proper prioritization, document and closure of support request. Occasional travel required.

MINIMUM QUALIFICATIONS:

Associate's degree in business administration or related areas AND One year of related experience.

OR

Two years of related experience

Note: Related experience is considered support of desktop/laptop, smart phones, tablets, local and network printers and desktop software in Windows XP or higher PC environment.

PREFERRED QUALIFICATIONS:

Preference will be given to applicants who, in addition to meeting the agency specific qualifications, possess an Associate's Degree in Information Technology, Computer Science or Applied Sciences and experience in one or more of the following:

- At least two years of experience providing desktop/laptop computer hardware and local and network printer support in Windows XP or higher PC environment.
- At least two years' experience supporting Microsoft Office Suite 2010 and other productivity tools
- Experience with antivirus and malware/spyware removal software
- A+ Technician certified

VACANCY OPEN TO ALL QUALIFIED APPLICANTS

TO APPLY:

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

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

  Applications may be obtained by clicking the following link: ***GBI State Application***

- The Job Vacancy Number, 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