

# Arizona State Retirement System

*For more than a half-century, the Arizona State Retirement System (ASRS) has provided retirement, health insurance and long term disability benefits to employees of the state, counties, municipalities, universities, community colleges, school districts and other political entities. We are a top performing benefit plan administrator with a solid reputation and sustainable plan design. Our organizational culture is based on the following principles; **Professionalism, Results, Improvement, Diversity and Excellence**. We believe in delivering service with **PRIDE**. Check out our webpage, [www.azasrs.gov](http://www.azasrs.gov), to learn more about the ASRS.*

## Help Desk Analyst

Location: Phoenix

Compensation: DOE - Up to \$50,000 + **Benefits**

### JOB SUMMARY:

The Technology Services Division of the Arizona State Retirement System (ASRS) is seeking a Help Desk Analyst to fill one full-time position. The ASRS provides a challenging and rewarding environment utilizing state of the art technologies and tools. Plenty of opportunities to solve complex business problems will keep you challenged and engaged. We also provide a stable work environment and an atmosphere that fosters a healthy work-life balance!

#### The position duties include:

- Perform Help Desk functions including answering requests for assistance, creating tickets, and performing troubleshooting operations
- Answers user inquiries regarding computer software or hardware operation to resolve problems
- Troubleshoots network-related or network software-related problems
- System administration on 3rd party Systems
- Maintain documentation and desk procedures for all team functions
- Provide desk-side support to end users
- Create and maintain desktop computer images, documentation, and Minimum Security Baselines (MSBs)
- Research new technology
- Other duties as assigned

### KNOWLEDGE, SKILLS, & ABILITIES:

- Proven knowledge of **Microsoft Windows Server and Microsoft Windows 7 operating systems**
- Understanding of network architecture
- Understanding of PC architecture
- Knowledgeable in electronic equipment and computer hardware and software, including applications
- Well-developed facilitation skills to work among individuals from various departments and locations
- Proven ability to multi-task
- Strong organizational skills
- Demonstrated problem resolution skills and analytical ability
- Ability to work independently with minimal supervision
- Ability to adapt to the changing needs of the agency
- Ability to effectively evaluate and respond appropriately to situations to the benefit of the customer; strong sense of urgency

### IDEAL CANDIDATE:

- Ideal candidate will have an associate's degree or three years' experience in a technical support position
- Help Desk Knowledge, managing, escalating, documentation
- A+ or similar certification(s)

*Employment is contingent upon completion of a post-offer medical/physical examination and the agency's ability to reasonably accommodate any restrictions.*

### BENEFITS:

The State of Arizona offers a comprehensive benefits package, including medical, dental, vision, wellness, life insurance for employees and dependents, short and long-term disability, and flexible spending accounts. Another benefit to working for the ASRS is the excellent retirement program provided to our employees. We are located in midtown Phoenix, within walking distance from the Light Rail. We also provide free covered parking. Please visit [http://www.hr.az.gov/Public\\_Applicant/PA\\_Total\\_Compensation.asp](http://www.hr.az.gov/Public_Applicant/PA_Total_Compensation.asp) to learn more about benefits offered to our employees.

### HOW TO APPLY:

External applicants please apply online at [www.azstatejobs.gov](http://www.azstatejobs.gov). Job ID **11899**.

Current employees please apply through the MAP application.

Direct Link to posting: <https://azstatejobs.azdoa.gov/ltmprod/xmlhttp/shorturl.do?key=KIP>

Interested applicants must apply by **09/14/2014**.

Arizona State Government is an EOE/ADA Reasonable Accommodation Employer.

All newly hired employees are subject to the E-Verify Employment Eligibility Verification Program.

The Arizona State Retirement System does not provide sponsorship for this position.

[pref1](#), [pref2](#), [pref3](#), [pref4](#)