

## **IT Analyst**

### **Dallas City Attorney's Office – Administration**

The Dallas City Attorney's Office is seeking a motivated, organized, and detail-oriented team player with at least **three years of experience** providing desktop support for a mid to large size organization. The IT Analyst will be responsible for providing end-user training and desktop support for employees of the City Attorney's Office.

Under the supervision of the Legal Office Manager, the IT Analyst will maintain, analyze, and repair hardware and software systems, respond to requests for support and troubleshoot and resolve problems in a timely manner. Additionally, this position will support and enforce information technology procedures, and set up and configure new systems and applications. This position will manage user account information, permissions, and rights, including groups, handle preventative maintenance such as checking peripherals, printers, desktops, and laptops, and assist on data and technology related projects.

The successful candidate will be customer service-oriented and proactive in anticipating and resolving problems while maximizing efficient use of computing resources. Extensive experience with desktop hardware, software applications, operating systems and network connectivity is required. Applicants should possess excellent oral and written communication skills and have the ability to maintain an effective working relationship with all levels of management, City officials, vendors, other government agencies, other employees, and the public. This position sometimes requires working after hours or on weekends. Additionally, this position routinely requires providing support to locations throughout the City of Dallas.

If interested, please send a resume and three references to:

[attresumes@dallascityhall.com](mailto:attresumes@dallascityhall.com)

No phone calls, please

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