

COMPANY OVERVIEW:

CMI is an established software developer serving the local government market for over twenty five years. CMI offers comprehensive data processing services from planning through system configuration, development, implementation, training and support. We have developed a wide range of applications including accounting, payroll, fixed assets, local income tax, utility billing, fire, police, and court applications to serve our governmental clients. Our long-term commitment is to continually improve and enhance our products and product lines.

POSITION RESPONSIBILITIES/Qualifications:

Successful candidate must:

- Remotely assist product end users with hardware/software-related issues.
- Assist internal personnel with install issues and in-house technical support.
- Be punctual.
- Be able deal with high pressure situations and work in a multi-tasking environment.
- Be capable of dealing professionally with clients.
- Be willing to ask for assistance when needed.
- Be willing to be on-call for client emergencies.
- Have a minimum of three years computer helpdesk experience. Any candidate with less than three years experience will not be considered.
- Windows (all current versions) - Command line experience a plus.
- Unix (Linux Red Hat/Aix preferred) - Command line experience a plus.

- Printer setup and configuration on a network. – Experience with PCL scripts to customer specs.
- Network troubleshooting skills.
- Database administration experiences a plus (jBase/Pick a plus, SQL preferred).

PREFERRED QUALIFICATIONS

- A+ certification: If you don't have this you must be obtained within 6 months of employment.
- MCP or better certification is a plus.

BENEFITS:

We recognize people as our most valuable asset. Our competitive salary and benefits package includes 401K with company match, medical insurance, dental insurance, vision care plan, disability benefits, prescription drug coverage, pre-tax accounts for health care and child care, life insurance, tuition reimbursement, paid time off for vacation/sick/personal time and holidays.

OTHER:

Only resumes with salary history will be considered.
No Recruiters please

Please email your resume in MS Word format along with salary history to: baileyj@civicacmi.com.