

POSITION DESCRIPTION
FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Telecommunications System Analyst 1</i>	DIVISION: <i>Family and Staff Support Services</i>	DEPARTMENT: <i>Information Technology</i>
WORKING TITLE: <i>Unified Communication Analyst</i>	PCN & CLASSIFICATION OF SUPERVISOR: <i>736405 Data Systems Supervisor 1</i>	JOB STATUS: <i>Full-time</i>
CLASSIFICATION NO.: <i>67111</i>	PCN: 736402 PAY RANGE: 22	REVISION DATE: <i>4/18</i>
EQUIPMENT USED: <i>telephone calculator printer server/SAN computer copying machine automobile switches/routers/firewalls</i>		
MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED: <i>Completion of undergraduate core coursework in computer science or electronic engineering; 3 years of training or 3 years of experience in telecommunications operations involving use of multiple telecommunications computer equipment (e.g., IBM pc compatibles, IBM series I, modems, multiplexers, digital access cross connect switch routes & other state-of-art networking equipment) or 3 years of training or 3 years of experience in telecommunication circuit design & project implementation (e.g., network engineer with common carrier). -Or completion of associate core coursework in computer science or electronic engineering; 4 years of training or 4 years of experience in telecommunications operations involving use of multiple telecommunications computer equipment (e.g., IBM pc compatibles, modems, multiplexers, digital access cross connect switch routers & other state-of-art networking equipment) or 4 yrs. trng. or 4 yrs. exp. in telecommunication circuit design & project implementation (e.g., network engineer with common carrier). -Or 12 mos. exp. as Telecommunications Network Operator 3, 52483. -Or 24 mos. exp. as Telecommunications Network Operator 2, 52482. -Or equivalent of Minimum Class Qualifications for Employment noted above.</i> PREFERRED: <i>Two yrs. network exp. in WAN/LAN communications; PC based applications exp. with MS Word, Excel and Access; MSCNE desired or working on certification. Experience in any combinations of the following: Microsoft Active directory Administration, Configuring upgrading or installing Cisco switches and routers in WAN environment. 3 years' experience working in a CISCO VOIP environment or CISCO certifications. Strong communication skills both</i>		
PURPOSE: <i>Employee installs and maintains local and wide area networks throughout the agency; analyzes and maximizes network utilization and performance; coordinates information between end-users and IS staff to maintain a fully functioning network; documents network design and keeps records of network changes. The employee will help the agency achieve CFSR standards and help ensure service delivery that focuses on Safety, Permanency and Well-being for the families served by the agency. The employee is committed to practicing cultural competence by: working respectfully and effectively with people of all cultures, classes, races, genders, ethnic backgrounds, religions, sexual orientations, mental and physical abilities, ages and appearances in a manner that recognizes, affirms and values the worth of individuals, families and communities and protects and preserves the dignity of each. The employee will adhere to the agency's Guiding Principles by serving as a child welfare professional, valuing every child, honoring families and valuing partnerships.</i>		

JOB DUTIES:

- 45% *Designs, installs and configures new networks and their components (hardware/software) including servers, hubs, routers, firewalls and client PCs running Windows 95/NT.*
- 30% *Evaluates current systems and makes recommendations as necessary; consults with and advises management on operational system problems; maintains, debugs and maximizes end-user availability of existing networks while installing new components and software; monitors and analyzes network traffic for optimization; coordinates network information with Managed Care partners; works with confidential Human Resources and Payroll systems.*
- 20% *Assists in the troubleshooting of "Help Desk" calls as it pertains to networking and software problems; consults with users on possible solutions. Participates in staff development, conferences and other department/agency meetings as needed.*
- 5% *Performs other related duties as assigned, which may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.*

****Position is subject to call-in during non-working hours as necessary.***

****Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.***

List no. of positions and Class Titles of positions supervised

Signature of Agency Representative

Date