

POSITION DESCRIPTION
FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Information Technical Supervisor 1</i>	DIVISION: <i>Finance & Administration</i>	DEPARTMENT: <i>Information Technology</i>
WORKING TITLE: <i>Help Desk Supervisor</i>	PCN & CLASSIFICATION OF SUPERVISOR: <i>Data System Assistant Administrator</i>	JOB STATUS: <i>Full-time</i>
CLASSIFICATION NO.: <i>64117</i>	PCN: 736200 PAY RANGE: 27	REVISION DATE: <i>12/2019</i>
EQUIPMENT USED: <i>Telephone/conference call equipment computer/monitors calculator printer scanner fax machine copying machine automobile</i>		
<p>MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED:</p> <p>Completion of undergraduate core coursework in computer science, or completion of undergraduate core coursework in any academic major which included at least one course in each of the following:</p> <ol style="list-style-type: none"> 1. Advanced-level computer programming language (for example, COBOL, Delphi, Java, Powerbuilder, Visual Basic, PL 1, SAS PCS, PacBase, Full Visual Suite, Designer 2000, Developer 2000, C, C++, Visual C, ECL, Or Visual Studio) 2. Logic-based mathematics 3. Data base concepts (for example, Oracle, Microsoft Access, Paradox, Sybase, IMS DB, DB2, Cache, DMS, Or RDMS) 4. Computer systems analysis & design, & 5. Basic data processing concepts; <p>- 3 1/2 years (42 mos.) exp. commensurate with job duties to be performed & knowledges & skills required as outlined in approved position description on file for position to be filled as advertised in job posting</p> <p>- 3 mos. exp. in performing project management functions as defined in series purpose.</p> <p>-Or 5 1/2 years (66 mos.) exp. commensurate with job duties to be performed & knowledges & skills required as outlined in this position description; 3 months exp. in performing project management functions as defined in series purpose of state specifications (Series 6411 Information Technology).</p> <p>-Or equivalent of Minimum Class Qualifications for Employment noted above.</p> <p>PREFERRED:</p> <p>Bachelor's Degree in computer science or related Information Technologies studies with emphasis in multiple technology domains. Three years of work experience using ITIL Incident and problems resolution. A basic knowledge of user support issues in at least three of the following: Dell image deployment, Office 365, Printer queue management, SCCM, SharePoint, Active Directory or CISCO phone and networking issues. Two years of maintaining ServiceNow, Remedy, Altiris or comparable ticket triage environments. Obtain and maintain ITIL, COMP TIA A+ or Network+ certifications; excellent oral and written communication and presentation skills; strong interpersonal skills; proficient in database principles. Three years' experience in IT Management.</p>		
<p>PURPOSE: <i>The employee is fully responsible for the efficient functioning of the agency IT Help Desk and supervision of the staff in that unit. Utilizing the IT Service Operations part of the ITIL and Service lifecycle, the ServiceDesk manager is a point of escalation and expeditor for service delivery. The employee provides oversight to ensure all incidents and service requests are logged, triaged properly and worked to completion with the service level agreements, to include off-shift and holiday coverage. The employee will report-out key performance indicators to demonstrate the team is follow the incident management process for all incidents. Helps positively lead the department as a member of the IT Management team. 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></p>		

<p>80%</p> <p>15%</p> <p>5%</p>	<p>JOB DUTIES:</p> <p>Supervises unit of information technology staff whose primary duties involve performing diagnostics, replication and triage customer issues for IT services, installation of computer programs and support of agency issues devices, also collaborate with management and technical staff involved in development of complex and specialized programs or agency projects, assigns & prioritizes work, evaluates staff performance, reviews IT environmental documentation, orients & trains new staff &/or recommends training seminars/classes for staff, assists staff in resolving difficult computer problems & answers technical questions, establishes & enforces unit policies & procedures, ensures programming standards are followed & conducts staff meetings.</p> <p>Assists in the troubleshooting of ServiceDesk incidents and service requests as it pertains to networking and software problems; consults with users on possible solutions. Participates in staff development/training, as directed. Participates in conferences and other department/agency meetings as requested; completes other administrative tasks.</p> <p><i>Performs other related duties as assigned</i></p> <p>*Position is in an on-call rotation and subject to call-in during non-working hours (24/7) as necessary.</p> <p>*Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.</p>	
<p>List no. of positions and Class Titles of positions supervised</p> <p>(5) Information Technologist 2</p>	<p>_____</p> <p>Signature of Agency Representative</p>	<p>_____</p> <p>Date</p>