Franklin County
**Children
Services**

Protecting Children by Strengthening Families

**Franklin County Children Services
POSITION DESCRIPTION**

Classification Title: Business Process Analyst 2
Working Title: Technology Support Training Officer
Division/Department: Communications – Professional Development
Job Status : Full-Time
FLSA Status : Exempt
PCN :
Pay Range: 26
Probationary Period: 1 year
Classification#: 69962
Revision Date: 01/2021

Objective/Purpose

Employee reports to the Professional Department Director; responsible for administration, assessment, coordination, facilitation, training and coaching of Information Technology (IT) skills training for Agency staff. Employee will provide one-on-one instruction, small/large group training; evaluates and assesses ongoing training needs based on outcome of tools quality and provides consultations with department administrators and peer reviewers. Develops and implements training curriculum and consultation for caseworkers, supervisory and administrative staff in worker development, transfer of learning, learning styles and coaching. The employee shall be responsible for concurrently managing several projects. These projects may include collaboration with Professional Development Department (PDD) training team or other agency team members as identified. The employee will cover all phases of the project with tasks, resources and timelines, managing the project according to plan, managing issues to resolution, managing risks and implementing contingencies as needed, overseeing testing and implementation efforts and communication regarding new training initiatives. Employee will serve as an independent project manager and IT liaison for the agency. The employee will have responsibilities with the IT Help Desk and work collaboratively with FCCS IT Department on technology upgrades within the agency to support system rollouts.

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.

Given the nature of this classification's duties/responsibilities, it has been designated as Exempt under the governing Fair Labor Standards Act regulations and, therefore, is not entitled to formal overtime compensation and/or formal compensatory time.

ESSENTIAL DUTIES AND RESPONSIBLITIES

50% Develops skills and understanding of advanced technology solutions to support the Professional Department initiatives of strengthening staff knowledge of technology and IT processes. Employee will develop training curriculum. Employee will deliver training in various methods and platforms to include but not limited to: one-on-one instruction/coaching, small or large group training and provide effective and verbal communication with all levels of staff at FCCS. Employee will evaluate IT training needs and collaborate with PDD training team to ensure the effective transfer of IT skills to staff.

15% The employee will be a liaison to the agency IT department and will develop strategies, modify and create new systems, and develop technical guidance for the implementation of information technology solutions to agency staff. Assists in the troubleshooting of "IT Service Desk" calls as it pertains to networking and software problems; consults with users on possible solutions.

25% Employee will advance staff's knowledge on the use of Microsoft Teams and other Microsoft Applications to increase job efficiency and effectiveness. Assists agency staff with troubleshooting computer challenges and provide technical support and training. The employee will create process flowcharts or visual representation of work flow, procedures, and processes to provide guidance and visual training supports to increase staff comprehension.

10% Participates in staff development/training, as directed. Participates in conferences and other department/agency meetings as requested; completes other administrative tasks. Performs other related duties as assigned e.g., participates in staff meetings, utilizes personal computer to produce correspondence, reports and other documents, travels to attend training and conferences, maintains logs, records and files.

SUPERVISORY RESPONSIBLITIES
Software Specialist 1-Professional Development

QUALIFICATIONS

Minimum Qualifications: Completion of undergraduate core program in computer science, information systems, or business administration; 12 months combined work experience in any combination of the following: creating and coordinating technical and business requirements for processes, projects and procedures, working with business users and technical staff to develop strategies and leading modification or creation of new systems for implementation of information technology solutions.

Completion of associate core program in computer science, information systems, or business administration; 24 months combined work experience in any combination of the following: creating and coordinating technical and business requirements for processes, projects and procedures, working with business users and technical staff to develop strategies and leading modification or creation of new systems for implementation of information technology solutions.

60 months combined work experience in any combination of the following: creating and coordinating technical and business requirements for processes, projects and procedures, working with business users and technical staff to develop strategies and leading modification or creation of new systems for implementation of information technology solutions.

Preferred Qualifications: Bachelor's degree in Information Technology, Computer Science or related area including relevant supervisory or administrative skills; experience in developing technical course content both for novices and experts with technology; knowledge of web-based learning platforms and modern

educational techniques; excellent communication skills with the ability to explain technical terms using simple language; additional certification in training (e.g. Certified Technical Trainer).

Knowledge of oral and written communication tools and techniques, customer support and personal service; IT systems development lifecycle; management concepts; technical writing and documentation practices; quality assurance principles; requirement analysis principle and methods; methods and approaches for sharing information through the use of IT assets; business process modeling methods and techniques; IT security principles and methods; technical tools available for consideration; IT principles, methods and practices in the assigned specialty area; performance monitoring of principles and methods; interrelationships of multiple IT specialties; business process and operations of customer organizations.

Certification or Licensure: A valid Ohio Driver's License and automobile insurance that is in compliance with Franklin County Children Services policy is required for travel. Travel can occasionally include out of state travel which may require airline travel.

AMERICAN WITH DISABILITIES SPECIFICATIONS
Physical Requirements: Ability to operate standard office equipment in the performance of job functions (e.g. telephone, printer, dictating equipment, computer, copying machine, automobile, audio-visual equipment, training applications, presentation tools or platforms such as Microsoft Teams, Zoom, Go to Training, and Virtual Training Methods).

Prolonged periods of sitting at a desk and working on a computer.
Ability to occasionally lift and move objects weighing 10 – 15 lbs.
Occasional pushing, pulling, kneeling, reaching, and standing.
Work Environment: Typical office environment. May be asked to visit other FCCS sites or other facilities.

Signature of Agency Representative:

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Charles Spinning   Date
Executive Director