

## **Information Technologist 3 / Unified Communication Analyst**

Franklin County Children Services (FCCS) in Columbus, Ohio is seeking an Infrastructure Specialist/CISCO to join our infrastructure team in our Information Technology Department.

Employee leads IT unified communications analyst and IT open systems analyst for the Agency; which is defined as and includes cloud computing, unified communications, mobility, and some network administration. 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

Primary responsibility to focus on administration of large, multi-location Cisco phone network and all related telecommunications issues. Will contribute and possibly lead emerging projects such as mobility for over 400 caseworkers; moving to cloud-based UC environments; and being the primary subject matter expert for telecommunications in the Agency.

**The ideal candidate will have any Cisco certifications** (CCNA, CCNP, CCIE, CCT, CCENT, CCAr), a bachelor's degree in computer science or related information technical field, three to five years of experience administrating /managing/designing Cisco telephony environments and three to five years of experience with managing CISCO Unified Intelligence Center (CUIC).

Must have the ability to multi-task Installation/configuration and monitoring/maintenance; experience with Dell hardware; excellent communication, customer service and organizational skills; and experience in a government agency or in a larger information technology organization.

### **Minimum Qualifications/Education/Training Required**

Core undergraduate program in computer science or information systems or equivalent work experience, and a minimum of three years combined work experience related to information systems in multiple areas of assigned responsibility (e.g. infrastructure, database administration, software development, business process analysis) or equivalent of minimum class qualifications and the ability to transport items up to 50 lbs.