

POSITION DESCRIPTION  
**FRANKLIN COUNTY CHILDREN SERVICES**

An Equal Opportunity Employer

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| <b>JOB CLASSIFICATION:</b><br><i>Information Technologist 3</i>  | <b>DIVISION:</b><br><i>Finance and Administration</i>                              | <b>DEPARTMENT:</b><br><i>Information Technology</i> |
| <b>WORKING TITLE:</b><br><i>CCNA Unified Communications Analyst</i>  | <b>PCN &amp; CLASSIFICATION OF SUPERVISOR:</b><br>736405 Data Systems Supervisor 1 | <b>JOB STATUS:</b><br><i>Full-time</i>              |
| <b>CLASSIFICATION NO.:</b><br>69923  | <b>PCN:</b> 736403<br><b>PAY RANGE:</b> 22   | <b>REVISION DATE:</b><br>5/19                       |
| <b>EQUIPMENT USED:</b><br><i>telephone calculator printer server/SAN<br/>           computer copying machine automobile switches/routers/firewalls</i>   |  |   |
| <b>MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED:</b><br><br><i>Education</i><br>Core undergraduate program in Computer Science or Information Systems or equivalent work experience.<br>AND<br><i>Experience</i><br>Minimum 3 years combined work experience related to information systems in multiple areas of assigned responsibility (e.g. infrastructure, database administration, software development, business process analysis).<br>Or equivalent of Minimum Class Qualifications for Employment noted above.<br>Ability to: transport items up to 50 lbs.<br><br><b>PREFERRED:</b><br><i>Bachelor's degree in computer science or related technical field. Any of the several Cisco certifications for VOIP/network, Bachelor's degree in computer science or related technical field. 3-5 years of experience administrating /managing/designing Cisco telephony environments. 3-5 years' experience with managing CISCO Unified Intelligence Center (CUIC). A solid understanding of call center terminology and functions, call routing concepts and metrics and an operational knowledge of Cisco CUIC. Ability to lift 50 pounds. Ability to multi-task Installation/configuration and monitoring/maintenance; Dell hardware; excellent communication and organizational skills; experience in a government agency or in a larger Information Technology organization.</i> |  |   |
| <b>PURPOSE:</b><br><br><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>   |  |   |

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|   | <p><b>JOB DUTIES:</b></p> <p>55% <i>Monitors applications and systems for real-time performance of call volume, average wait times and other agent productivity measurements and other performance statistics across multiple queues to ensure the call center is in the best position to reach its Key Performance Indicators. Ongoing supporting for call center wallboards and call center reporting.</i></p> <p>15% <i>Responsible for backup system administration and engineering duties for enterprise-class Infrastructure. Duties include maintaining internal backup systems and ensuring data consistency and recoverability.</i></p> <p>15% <i>Administration of Active Directory, identity management and network systems.</i></p> <p>10% <i>Assist in the troubleshooting of "Help Desk" calls as it pertains to designated connectivity, hardware and software.</i></p> <p>5% <i>Response to after-hours support calls. Performs other related duties as assigned.</i></p> <p><b><i>*Position is subject to call-in during non-working hours as necessary.</i></b></p> <p><b><i>*Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.</i></b></p> |                          |
| <p>List no. of positions and Class Titles of positions supervised</p> | <p>_____</p> <p>Signature of Agency Representative</p>   | <p>_____</p> <p>Date</p> |