

POSITION DESCRIPTION  
**FRANKLIN COUNTY CHILDREN SERVICES**

An Equal Opportunity Employer

<b>JOB CLASSIFICATION:</b> <i>Information Technologist 2</i>	<b>DIVISION:</b> <i>Family &amp; Staff Support Services</i>	<b>DEPARTMENT:</b> <i>Information Technology</i>	
<b>WORKING TITLE:</b> <i>Desktop Support Analyst</i>	<b>PCN &amp; CLASSIFICATION OF SUPERVISOR:</b> <i>736200 Software Specialist 2 (Help Desk Supervisor)</i>	<b>JOB STATUS:</b> <i>Full-time – 40 Primarily M-F 9-6 Hours may vary based on Agency need.</i>	
<b>CLASSIFICATION NO.:</b> <i>69922</i>	<b>PCN:</b> <b>PAY RANGE:</b> 16	<b>REVISION DATE:</b> <i>4/18</i>	
<b>EQUIPMENT USED:</b> <i>telephone calculator printer fax machine switches/routers/firewalls computer copying machine automobile/cargo vehicle server/SAN</i>			
<b>MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED:</b> <b>Education:</b> Technical institute degree/certificate in Computer Science or Information Systems or equivalent work experience. <b>AND</b> <b>Experience:</b> Minimum 18 months combined work experience in any combination of the following: computers and/or telecommunications software/hardware, applications, support products, projects or databases for small scale systems or programs or pieces of larger systems or programs including 12 months related work experience. <b>UNUSUAL WORKING CONDITIONS:</b> Ability to transport/lift up to 50 lbs. <b>PREFERRED:</b> <i>Two yrs. PC based applications with all standard office productivity tools, network print management exp. Experience in any combinations of the following: Service Now, Remedy, Altiris, Help Desk authority. A knowledge of basic IT Identity management and IT security processes, configuring upgrading or installing ERP client based application components (examples include AX, .net, Doc-u-sign, and other Microsoft products). Strong communication skills both verbal and written.</i> <b>TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:</b> Technical troubleshooting annual certifications (examples include CompTIA, A+ Network + and Security+, ITIL foundations, Kepner/Trego IS/ IS Not technical trouble shooting or other advanced certifications)			
<b>PURPOSE:</b> <i>Employee installs and maintains desktop computer system and connectivity to the infrastructure, local and wide area networks throughout the agency; analyzes and troubleshoots the performance issues of the desktop; coordinates information between end-users and IT staff to maintain a fully functioning desktop; documents issues and processes to isolate a component of failure before escalating to a senior technician. 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:**

75% Technical troubleshooting/resolution of calls/incidents and tickets as it pertains to networking and software problems; consults with users on possible solutions. Closes tickets/requests and updates other needing tracking mechanisms timely. Deploys and installs approved hardware/software. Completes computer imaging and reformatting hard drives. Provides strong customer service focused on clear communication and timely follow through.

20% Provides maintenance and documentation support to agency employee and associates; enters meta-data into repositories (such as Ticket system, MACI); troubleshooting of "Help Desk" support calls as it pertains to designated connectivity, hardware and software.  
Performs loading validation of software; executes unit or system test scripts; provides maintenance support for application software; develops, organizes, files, and maintains platform specific documentation. Generates enhancements for existing infrastructure, software or database systems in compliance with specifications and standards; creates and/or modifies program modules; creates database diagrams; writes standard queries; writes test cases and/or scripts for unit and systems testing; verifies unit and system test results to ensure software is producing desired results. Participates in IT advanced training/certification, supervisory conferences and other department/agency meetings as needed.

5% Performs other related duties as assigned.

List no. of positions and Class Titles of positions supervised

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Signature of Agency Representative

\_\_\_\_\_  
Date