

System Analyst/Unified Communication Analyst

Advertisement for open position in May of 2017

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.

The ideal candidate will have any Cisco certifications (CCNA, CCNP, CCIE, CCT, CCENT, CCAr), Bachelor's degree in Computer Science or related information technical field. 3-5 years of experience administrating /managing/designing Cisco telephony environments. 3-5 years' experience with managing CISCO Unified Intelligence Center (CUIC).

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 case workers; moving to Cloud-based UC environments; and be the primary subject matter expert for telecommunications in the Agency.

Ability to lift 50 pounds. Ability to multi-task Installation/configuration and monitoring/maintenance; Dell hardware; excellent communication, customer service and organizational skills; experience in a government agency or in a larger Information Technology organization.

Minimum qualifications/educations/training required

Education: Bachelor's degree Computer Science or Information Technology, Management Information Systems analysts or equivalent work experience. Experience: Minimum 3 years combined work experience in any combinations of the following: Microsoft Active directory Administration, Configuring upgrading or installing Cisco switches and routers in WAN environment. 3 years experience working in a CISCO VOIP environment.