

POSITION DESCRIPTION
FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: <i>Systems Analyst 1</i>		DIVISION: <i>PSS</i>	DEPARTMENT: <i>Information Technology</i>
WORKING TITLE: <i>Unified Communications Analyst</i>		PCN & CLASSIFICATION OF SUPERVISOR: <i>736405 System Analyst 2</i>	JOB STATUS: <i>Full-time</i>
CLASSIFICATION NO.: <i>64121</i>		PCN: 736403 PAY RANGE: 22	REVISION DATE: <i>5/17</i>
EQUIPMENT USED: <i>telephone calculator printer computer copying machine automobile</i>			
MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED: <i>Six courses in functions of computer systems (or 6 mos. exp.); 6 courses in operation of EDP equipment (or 6 mos. exp.); 1 course in budgeting (or 1 mo. exp.); 1 course in manpower planning (or 1 mo. exp.); 1 course in statistical analysis (or 1 mo. exp.); 300 hrs. training in systems analysis (or 3 mos. exp.); 300 hrs. training in systems design (or 3 mos. exp.); or equivalent.</i>			
PREFERRED: <i>Bachelor's degree in computer science or related technical field. 7-9 years of experience administrating/managing/designing Cisco telephony environments; appropriate Cisco certifications. 1-2 years in Cloud Computing or managed hosting environments, preferably in Unified Communications; 2-3 years' experience in a mobile computing environment; Ability to lift 50 pounds, ability to multi-task Installation/configuration and monitoring/maintenance; knowledge of MS Exchange/Office Systems; Dell hardware; excellent communication and organizational skills; experience in a government agency or in a larger Information Technology organization and supervisory experience.</i>			
PURPOSE: <i>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.</i>			
	JOB DUTIES:		
80%	<i>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.</i>		
10%	<i>Other projects as assigned IT Open Systems Lead</i>		

Systems Analyst 1 (Unified Communications Analyst)

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PCN

10%

Assist in the troubleshooting of "Help Desk" calls as it pertains to designated connectivity, hardware and software

5%

Performs other related duties as assigned

List no. of positions and Class Titles of positions supervised

2 IT staff – Unified Communications Analyst and Open Systems Analyst

Signature of Agency Representative

Date