

POSITION DESCRIPTION
FRANKLIN COUNTY CHILDREN SERVICES

An Equal Opportunity Employer

JOB CLASSIFICATION: Infrastructure Specialist 3	DIVISION: Operations & Inclusion	DEPARTMENT: Information Technology
WORKING TITLE: Senior Infrastructure Specialist	PCN & CLASSIFICATION OF SUPERVISOR: <i>736006 Information Technology Manager 1 (Infrastructure)</i>	JOB STATUS: <i>Full-time</i>
CLASSIFICATION NO.: <i>69933</i>	PCN: PAY RANGE:	REVISION DATE: <i>8/2020</i>
EQUIPMENT USED: Telephone conference call equipment calculator scanner printer sever/SAN Computer copying machine automobile switches/routers/firewalls		
<p>MINIMUM QUALIFICATIONS/EDUCATION /TRAINING REQUIRED:</p> <p>Education: Completion of undergraduate core program in computer science or information systems. AND Experience: 36 mos. combined work experience in any combination of the following: evaluating effectiveness and risk of it processes, recommending changes in IT procedures to meet customer needs, and evaluating and/or researching hardware and/or software solutions and providing feedback to project team or higher-level staff including 12 mos. work experience in the primary technology specified by the agency in this position description.</p> <p>-Or</p> <p>Education: Completion of associate core program in computer science or information systems. AND Experience: 42 mos. combined work experience in any combination of the following: evaluating effectiveness and risk of it processes, recommending changes in IT procedures to meet customer needs, and evaluating and/or researching hardware and/or software solutions and providing feedback to project team or higher-level staff including 12 mos. work experience in the primary technology specified by the agency in this position description.</p> <p>-Or</p> <p>Experience: 60 mos. combined work experience in any combination of the following: evaluating effectiveness and risk of it processes, recommending changes in IT procedures to meet customer needs, and evaluating and/or researching hardware and/or software solutions and providing feedback to project team or higher-level staff including 12 mos. work experience in the primary technology specified by the agency in this position description.</p> <p>Or equivalent of Minimum Class Qualifications for Employment noted above.</p> <p>Ability to transport items up to 50lbs.</p> <p>PREFERRED:</p>		

Bachelor's degree in computer science or related technical field. Any of the several Cisco certifications for VOIP/network, Microsoft, or VMWare certifications. 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. Solid knowledge of Cisco Routers and Switches. A solid understanding of server operating systems and knowledge of Active Directory. 3-5 years of maintaining a Microsoft Server environment and 3-5 years maintaining a VMWare environment. A solid understanding of maintaining and administration of a virtual environment. 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

PURPOSE:

The primary focus of this position is to manage and deliver, implement and support a wide variety of software and hardware at the enterprise wide level. This ranges from but not limited to infrastructure systems used for monitoring servers as well as desktop deployment hardware and software. This position serves as a mentor for junior infrastructure specialist 2 as well as the Service Desk support staff. 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.

JOB DUTIES:

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| 70% | <p><i>Evaluates effectiveness and risk of IT Processes. Recommends changes in IT procedures to meet customer needs. Evaluates and/or researches hardware and/or software solutions and provides feedback to project team or higher-level staff. Interfaces and/or performs work with other applications or platforms. Assists in providing IT consultation and recommendations for implementation, ensuring services are not compromised. Provides technical IT leadership for integration of various related systems. Participates in and/or provides technical IT assistance to achieve project tasks/meet deadlines. Interfaces and/or performs work with other applications or platforms.</i></p> <p><i>Leads the completion of the following tasks as well as mentors and leads the Junior Infrastructure Specialist the following: Administration of Active Directory, identity management, telephony system, and network systems. Participates in projects assigned, as technical lead. Performs routine and preventative maintenance. Performs emergency production issue resolution. Installs, maintains, configures, upgrades and/or administers hardware and/or software in multiple technology domains. Responsible for backup system administration engineering duties for enterprise-class Infrastructure. Monitoring and responding to alerts from PRTG, Symantec, and other systems. Provide System reports for storage, hardware, and overall performance. Create, organizes, files and maintains documentation.</i></p> |
| 20% | <p><i>Diagnoses, analyzes and resolves issues for customer(s) across assigned multiple technology domains, actively working/closing incidents. Works with "Help Desk" to troubleshoot more complex incidents.</i></p> |
| 5% | <p><i>Answers questions and presents informal mentorship opportunities to peers and/or service desk staff via conversation, observation or technical documentation</i></p> |
| 5% | <p><i>Participates in IT training/certification and other department/agency meetings as needed. Submissions of weekly status reports and other general administrative items.</i></p> <p><i>Performs other related duties as assigned.</i></p> <p><i>*Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.</i></p> <p><i>*Position is subject to call-in during non-working hours as necessary. Participates in after-hours on call rotation.</i></p> |

List no. of positions and Class Titles of positions supervised n/a	<hr/> Signature of Agency Representative	<hr/> Date
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