



Franklin County Children Services
POSITION DESCRIPTION

Classification Title:	Infrastructure Specialist 1
Working Title:	Junior Infrastructure Specialist
Division/Department:	Finance/Administration – Information Technology
Supervisor :	Mohamed Kasheer
Job Status :	Full-Time
FLSA Status :	Exempt
PCN :	TBD
Pay Range:	A
Probationary Period:	1 Year
Classification#:	69931
Revision Date:	11/22

OBJECTIVE/PURPOSE

The primary focus of this position is to 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. The employee is the technical escalation for support from the desktop engineers. 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.

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ESSENTIAL DUTIES AND RESPONSIBILITIES

70% Monitors Cisco Telephony 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.

Participates in projects as assigned. Performs routine and preventative maintenance. Performs emergency production issue resolution. Installs, maintains, configures, upgrades and/or administers hardware and/or software in assigned multiple technology domains.

Responsible for backup system administration and engineering duties for enterprise-class Infrastructure. Duties include maintaining internal backup systems and ensuring data consistency and recoverability. Administration of Active Directory, identity management, telephony system, and network systems. Monitoring and responding to alerts from PRTG, Symantec, and other systems. Provide System reports for storage, hardware, and overall performance.

Creates, organizes, files maintains documentation.

20% 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.

Answers questions and presents informal mentorship opportunities to peers and/or service desk staff via conversation, observation or technical documentation.

ADDITIONAL DUTIES AND RESPONSIBILITIES:

5% Participates in IT training/certification and other department/agency meetings as needed. Submissions of weekly status reports and other general administrative items.

5% Performs other related duties as assigned.

***Position is subject to call-in during non-working hours as necessary. Participates in after-hours on call rotation.**

***Other related duties may include handling cases from Intake, if needed and if determined by HR to be qualified to do so.**

SUPERVISORY RESPONSIBILITIES

N/A

QUALIFICATIONS

Minimum Qualifications: Education: Completion of undergraduate core program in computer science or information systems

AND

Experience: 12 mos. combined work experience in any combination of the following: installing, monitoring/maintaining, configuring, upgrading, &/or administering/operating a single technology domain including 12 mos. work experience in the primary technology specified by the agency in the position description & job posting.

-Or

Education: Completion of associate core program in computer science or information systems

AND

Experience: 18 mos. combined work experience in any combination of the following: installing, monitoring/maintaining, configuring, upgrading, &/or administering/operating a single technology domain including 12 mos. work experience in the primary technology specified by the agency in the position description & job posting.

-Or

36 mos. combined work experience in any combination of the following: installing, monitoring/maintaining, configuring, upgrading, &/or administering/operating a single technology domain including 12 mos. work experience in the primary technology specified by the agency in the position description & job posting. -Or equivalent of minimum class qualifications for employment noted above.

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Ability to transport items up to 50lbs.

PREFERRED QUALIFICATIONS

Bachelor's degree in computer science or related technical field. Comptia A+, or at least be in the process of obtaining or scheduled within first year. Any of the several Cisco certifications for VOIP/network, Microsoft, or VMWare Certifications. 2-4 years of experience administrating/managing/designing Cisco telephony environments. 2-4 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, 2-4 years of maintaining a Microsoft Server environment, 1-2 years maintaining a VMWare environment. 2-4 years of maintaining a Microsoft Server environment. A solid understanding of server operating systems and knowledge of Active Directory. 2-4 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.

Other related duties may include handling cases from Intake, if needed and if determined by HR qualified to do so.

CERTIFICATION/LICENSURE

A valid Ohio Driver's License and automobile insurance that is in compliance with Franklin County Children Services policy is required for travel. Travel can occasionally include out of state travel which may require airline travel.

AMERICAN WITH DISABILITIES SPECIFICATIONS

Physical Requirements: Ability to operate standard office equipment in the performance of job functions (e.g., telephone, printer, dictating equipment, computer, copying machine, automobile, audio-visual equipment, training applications, presentation tools or platforms such as Microsoft Teams, Zoom, Go to Training, and Virtual Training Methods).

Prolonged periods of sitting at a desk and working on a computer. Ability to occasionally lift and move objects weighing 10 – 15 lbs. Occasional pushing, pulling, kneeling, reaching, and standing.

Work Environment: Typical office environment. May be asked to visit other FCCS sites or other facilities.

Signature of Agency Representative:

Charles Spinning
Executive Director

Date