

**Franklin County Board of Commissioners
Classification Specification & Job Description**

<u>CLASSIFICATION TITLE:</u> IT Support Analyst	<u>CLASS NUMBER:</u> 80001	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Child Support Enforcement Agency	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> New Hire: 180 Days Promotion: 120 Days Lateral Transfer to new department: 60
<u>BARGAINING UNIT:</u> Teamsters	<u>PAY GRADE:</u> T11	<u>POSITION CONTROL #:</u> 081571
<u>POSITION LOCATION:</u> 80 E. Fulton Street Columbus, Ohio 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Programmer/Analyst 5 (081500)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the IT Support Analyst classification is to provide technical support by installing and configuring desktop equipment, software and printers. Troubleshoots and corrects various computer problems.

JOB DUTIES:

Install and configure desktop equipment, software, and printers. Troubleshoot, investigate, and correct various desktop problems within the network. Install system upgrades to desktops, create and modify security access profiles, perform password resets to applications, and recover files, as needed. Provide technical assistance to agency employees by answering questions and responding to internal complaints or problems. Serve as a liaison between the agency and other governmental agencies. Instruct users on desktop, equipment, and software usage. Maintain inventory of desktop equipment and software. Prepare correspondence, file and maintain employee security records, and provide technical assistance in the use of software to management staff. Fax and or electronically mail forms to gain user access. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

MAJOR WORKER CHARACTERISTICS:

Knowledge of inventory control; public relations; agency policies and procedures; electronic data processing. Skill in equipment operations. Ability to define problems, collect data, establish facts and draw valid conclusions; interpret extensive variety of technical material in books, journals and manuals; gather, collate and classify information about data; work alone on most tasks; handle sensitive inquiries from and contacts with officials and general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Associates degree with coursework emphasis in information technology, business administration with three (3) years of clerical or office administration experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

None required.

UNUSUAL WORKING CONDITIONS:

N/A

Acknowledgement of Receipt:

I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

Employee Name

Employee Signature

Date