

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

<u>CLASSIFICATION TITLE:</u> Programmer/Analyst 3	<u>CLASS NUMBER:</u> 80011	<u>FLSA:</u> Exempt
<u>AGENCY/DIVISION:</u> Child Support Enforcement Agency	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-Bargaining	<u>PAY GRADE:</u> N17	<u>POSITION CONTROL #:</u> 083102
<u>POSITION LOCATION:</u> 80 East Fulton Street, Columbus, Ohio 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday - Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Network Technical Supv. (083100)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Programmer/Analyst 3 classification is to provide technical support to increase agency employee's efficiency and productivity.

JOB DUTIES:

Respond to requests for reports from users to extract data as assigned. Provide technical assistance to employees of the agency. Troubleshoot and document hardware, software, and network problems and printer issues.

Develop reports to allow users to access information. Create database-stored procedures to be utilized by websites or other applications. Create applications based on project requirements. Train and teach users how to properly use computers, programs, and printers. Develop data flow diagrams and documentation. Maintain, debug, and modify programs under direction. Design change modules and coding adjustments under direction. Install, upgrade, and repair software and hardware on network servers. Create, maintain, and troubleshoot active directory issues that are causing user problems. Assist with program testing and installation. Assist in developing network system enhancements. Coordinate phases of production activity for one or more systems. Provide communication on status of input and output reports within agency. Coordinate issue assignment and resolution for issues requiring physical technician intervention. Coordinate technicians on computer and user relocations.

Attend seminars and classes for advanced training. Prepare weekly reports. Troubleshoot, diagnose, and solve network connection issues. Prepare announcements pertaining to network outages and availability. 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 employee training and development; human relations; agency policy and procedure; electronic data processing. Skill in equipment operation. Ability to deal with problems involving several variables in familiar context; understand practical field of study; define problems, collect data, establish facts and draws valid conclusions; prepare meaningful, concise and accurate reports; understand manuals and verbal instructions, technical in nature; interpersonal; gather, collate, and classify information about data, people or things; cooperate with coworkers on group projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in computer science or related field with three (3) years of help desk support experience.

Additional Requirements

No special license or certification is required.

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