

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

<u>CLASSIFICATION TITLE:</u> Administrative Officer	<u>CLASS NUMBER:</u> 10256	<u>FLSA:</u> Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services - Northland	<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> 100830
<u>POSITION LOCATION:</u> 1721 Northland Park Ave., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Deputy Director, IT (100800)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u> Network Technicians (100821) (100825) (100826)		

CLASSIFICATION PURPOSE:

The primary purpose of the Administrative Officer classification is to assist in the administration and coordination of assigned area; and supervise and direct activities of the assigned clerical support area.

JOB DUTIES:

Responsible for technical assistance provided to employees of the agency. Oversee support requests, incidents and problems. Manage and coordinate urgent and complicated support issues. Act as escalation point for all requests and incidents. Develop phone/ticket escalation processes to ensure free flowing escalation and information within the organization. Determine root cause of issues and communicate appropriately to internal and external customers. Responsible for supporting agency phone system and working with vendors for complex changes; maintain inventory for agency software and hardware: pc, laptops, phones, printers, copiers and mobile devices.

Train, coach, and conduct performance reviews for network technicians including career development. Oversee staff activities. Build/obtain (from other departments) training material for support staff. Interact with internal and external customers. Plan, install, and maintain software operating systems and related software products (such as Windows, MS Office, and antivirus production). Supervise employees involved in software maintenance and operation including all agency defined IT hardware as well as the proper installation and functionality of workstation based software. Ensure all workstation images and agency software are current, facilitate placement and maintenance of agency printers and scanners, and maintain, document, and notify each user of the workstation based policies for their user profile.

Advise and confer with management on software and hardware needs. Recommend standards for improved software usage. Contact vendors for resolution of software problems. Serve as liaison with vendors, data center, and ODJFS. Perform staff scheduling to ensure help desk coverage during normal business hours and provide on-call support, as required.

Perform analysis of program errors for possible software failure. Prepare reports pertaining to system performance. Assist in troubleshooting problem programs. Respond to issues assigned to the team by the help desk software and follow-up on reports of slow or non-resolution of issues. Responsible for ensuring that all team members receive adequate cross-training in support of the team's mission, and responsible for promoting team participation from team members. 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 budgeting; management; supervision; public relations; human relations; agency policies and procedures. Skill in word processing; typing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; use statistical analysis; prepare meaningful, concise and accurate reports; use proper research methods in gathering data; cooperate with coworkers on group projects; handle sensitive inquiries from and contact with officials; resolve complaints from government officials.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor's degree in business or related field with three (3) years of office administration or related experience; or any equivalent combination of training and experience.

Additional Requirements

Must meet background check requirements.

Supervisory Responsibilities

Ability to assign, review, plan, and coordinate the work of other employee, to provide instruction to other employees, to maintain department standards, to recommend the discipline or discharge of other employees, to act on employee problems, to recommend and approve the transfer, promotion, or salary increase of other employees.

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