

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

<u>CLASSIFICATION TITLE:</u> Help Desk Lead	<u>CLASS NUMBER:</u> 80002.1	<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> N14	<u>POSITION CONTROL #:</u>
<u>POSITION LOCATION:</u> 1721 Northland Park Ave, Columbus, Ohio 43229	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Senior IT Manager (100830)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Help Desk Lead is to serve as Lead Technician; plan, install, and maintain software operating systems and related software products; advise and confer on software and hardware needs; and respond to issues assigned by the Help Desk.

JOB DUTIES:

Provide assistance to users of the network. Monitor network, non-network server, and software functionality. Obtain and maintain the technical resources for staff members to perform their duties. Install hardware, software, and network applications. Troubleshoot network problems. Make hardware repairs to network servers and technical equipment installed on the network. Troubleshoot and repair all non-networked servers and equipment.

Troubleshoot, repair, and make recommendations on technical piece of equipment used or purchased. Train assigned staff on new procedures and use of equipment and software. Ensure that the proper security paperwork has been processed for users to gain access to the network applications. Build user profiles based on level of job functionality on the network and monitors profiles. Coordinate purchasing and upgrading of state-owned equipment.

Act as IT liaison with state and county agencies, partners, private contractors and other IT staff to ensure effective system developments and implementation. Disseminate information and develop effective working relationships. Participate in various internal and external meetings and regular staff meetings.

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; employee development; office practices and procedures; electronic data processing. Skill in word processing; equipment operations. Ability to recognize unusual or threatening conditions & take appropriate action; deal with problems involving several variables in familiar context; apply principles to solve practical, everyday problems; understand practical field of study; define problems, collect data, establish facts & draw valid conclusions; interpret extensive variety of technical material in books, journals & manuals; deal with many variables & determine specific action; complete routine forms; understand manuals & verbal instructions, technical in nature; originate instructions & specifications concerning proper uses of machinery; gather, collate & classify information about data, people or things; handle sensitive inquiries from & contacts with officials & general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Bachelor's degree in business administration, computers, or related field with six (6) months network 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:

Franklin County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the county will provide reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

Effective Date: _____

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