

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

<u>CLASSIFICATION TITLE:</u> Network Technician	<u>CLASS NUMBER:</u> 80002	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Department of Job & Family Services	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 180
<u>BARGAINING UNIT:</u> Non-bargaining	<u>PAY GRADE:</u> N12	<u>POSITION CONTROL #:</u> Varies
<u>POSITION LOCATION:</u> 1721 Northland Park Ave., Columbus, OH 43229	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Varies
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the Network Technician classification is to provide support to end-users; to provide installation, maintenance, technical troubleshooting, technical special project involvement, and general upkeep of systems and computer environment.

JOB DUTIES:

Participate in implementation of IT solutions to support end users. Perform analysis, acquisition, installation, maintenance, and upgrade of computer/server hardware, operating systems, and software utilities. Manage the deployment, upgrades, and maintenance of hardware, software, desktop operating systems, printers and servers. Provide system administration of hardware, operating systems, application software, and overall solutions. Create procedures for installation, use, and solving problems for IT hardware and software. Determine root cause of issues and communicate appropriately to internal and external customers, including in response to support inquiries from end users.

Develop support documentation. Develop, maintain and execute agency disaster recovery plans as well as assuring both internal and county and state requirements are met for data protection. Manage out-sourced resource utilization, including external contractors and county and state resources for project planning, troubleshooting assistance, and repairs; tracks and facilitates progress on internally managed projects and adherence to state and county IT requirements. Assist in developing and monitoring IT policies, procedures, budgets, and a three-year technology plan. Participate in IT projects to assess networking needs and develop, implements, and assures adherence to network/security policies and procedure. Estimate project costs and prepare project plans. Maintain server backup systems and backup strategy, monitoring of system alerts and performance tuning. Responsible for performing server maintenance outside of normal business hours and providing after hours response and support for business-critical systems.

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 develops effective working relationships. Participate in various internal and external meetings and in 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 lead work; agency policy and procedures; government structure and process; electronic data processing. Skill in typing; word processing; equipment operation. Ability to interpret extensive variety of technical material in books, journals and manuals; gather, collate and classify information about data, people or things; work alone on most tasks; cooperate with coworkers on group projects; handle sensitive inquiries from and contacts handle sensitive inquiries from and contacts with officials and 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:

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