

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

<b><u>CLASSIFICATION TITLE:</u></b> Help Desk Lead	<b><u>CLASS NUMBER:</u></b> 80002.1	<b><u>FLSA:</u></b> Exempt
<b><u>AGENCY/DIVISION:</u></b> Office on Aging	<b><u>JOB TYPE:</u></b> Full Time, Classified	<b><u>PROBATION PERIOD:</u></b> 180
<b><u>BARGAINING UNIT:</u></b> Non-Bargaining	<b><u>PAY GRADE:</u></b> N14	<b><u>POSITION CONTROL #:</u></b> 110007
<b><u>POSITION LOCATION:</u></b> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<b><u>TYPICAL WORK SCHEDULE:</u></b> Monday – Friday 8:00 AM – 5:00 PM	<b><u>SUPERVISOR (PCN):</u></b> Sr. IT Manager (110003)
<b><u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u></b>		

**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:**

Assist users of the Office on Aging on various technical matters. Obtain and maintain the technical resources for staff members to perform their duties. Troubleshoot and correct various computer problems. Make and coordinate hardware repairs to technical equipment installed on the network. Troubleshoot and repair all non-networked equipment. Perform analysis, acquisition, installation, maintenance, and upgrade of computer/server hardware, operating systems, and software utilities. Lead the resolution of helpdesk requests submitted for the agency's case management system.

Troubleshoot, repair, and make recommendations on a technical piece of equipment used or purchased. Train 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 the level of job functionality on the network and monitors profiles. Coordinate purchasing and upgrading of county-owned equipment. Participate in IT projects to assess technology needs and develop, implement, and ensure adherence to security policies and procedures.

Lead the develop of training and support documentation. Act as IT liaison with state and county agencies, partners, private contractors, and other IT staff to ensure adequate 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 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. 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:**

Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in business administration, computers, or related field with twelve (12) months experience in software installation, hardware maintenance, or technical troubleshoot for operating systems.

**ADDITIONAL REQUIREMENTS:**

Must meet background check requirements.

**Supervisory Responsibilities**

None required.

**UNUSUAL WORKING CONDITIONS:**

N/A

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Franklin County is an Equal Opportunity Employer. In compliance with the Americans with Disabilities Act, the county will provide

Effective Date: \_\_\_\_\_

**Acknowledgement of Receipt:**

reasonable accommodations to qualified individuals with disabilities and encourages both prospective and current employees to discuss potential accommodations with the employer.

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