

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

<u>CLASSIFICATION TITLE:</u> IT Support Analyst 2	<u>CLASS NUMBER:</u> 80001	<u>FLSA:</u> Non-Exempt
<u>AGENCY/DIVISION:</u> Office on Aging	<u>JOB TYPE:</u> Full Time, Classified	<u>PROBATION PERIOD:</u> 120
<u>BARGAINING UNIT:</u> AFSCME	<u>PAY GRADE:</u> A13	<u>POSITION CONTROL #:</u> 111003
<u>POSITION LOCATION:</u> 280 E. Broad St., 3rd FL., Columbus, OH 43215	<u>TYPICAL WORK SCHEDULE:</u> Monday – Friday 8:00 AM – 5:00 PM	<u>SUPERVISOR (PCN):</u> Sr. IT Manager (111002)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the IT Support Analyst 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:

Provide desktop computer hardware and software support to department computer users. Investigate problems within existing systems and initiate corrective action as needed. Provide support in the following areas: answering questions, addressing problems, troubleshooting, unlocking accounts, resetting passwords for network user accounts. Maintain accurate database records of calls received and services rendered. 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 the root cause of issues and communicate appropriately to internal and external customers, including in response to support inquiries from end users.

Install, configure and repair desktop computer equipment and printers. Monitor hardware performance in light of software changes and create/maintain network images for desktop computers using computer imaging software. Create course materials and provide technical training classes for end users.

Obtain price quotes from vendors, order repair parts and data processing supplies, schedule and organize equipment for salvaging of broken and unused parts. Maintain regular and predictable attendance. Prepare status reports. To ensure effective system development and implementation, generate reporting on hardware inventory. Act as IT liaison with state and county agencies, Franklin County Data Center, agency partners, and other IT staff. Disseminate information and develops effective working relationships.

Develop support documentation and training materials. Assist with developing, maintaining, and execute agency disaster recovery plans and ensure internal, county, and state requirements. Track and facilitate progress on internally managed projects and adherence to state and county IT requirements.

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 training and development; agency policies and procedures; electronic data processing. Skill in word processing; equipment operation. Ability to add, subtract, multiply and divide whole numbers; calculate fractions, decimals and percentages; define problems, collect data, establish facts and draw valid conclusions; interpret extensive technical material in books, journals and manuals; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects; work alone on most tasks, handle sensitive inquiries from and contact with officials and the general public; experience with remote desktop tools for virtual support.

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 three (3) years experience in software installation, hardware maintenance, or technical troubleshoot for operating systems.

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

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: _____