

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

<u>CLASSIFICATION TITLE:</u> IT Support Analyst	<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> A11	<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 (110003)
<u>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</u>		

CLASSIFICATION PURPOSE:

The primary purpose of the IT Support Analyst classification is to provide technical support by installing and configuring desktop equipment, software, and printers. Troubleshoot and correct various computer problems.

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.

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.

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; work alone on most tasks, handle sensitive inquiries from and contact with officials and the general public.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Any equivalent combination of relevant training and experience including but not limited to: Associates degree with coursework emphasis in information technology, business administration with three (3) years of clerical or office administration experience.

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