

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

<b>CLASSIFICATION TITLE:</b> Telecommunication Support Analyst	<b>CLASS NUMBER:</b> 80001	<b>FLSA:</b> Non-Exempt
<b>AGENCY/DIVISION:</b> Public Facilities Management	<b>JOB TYPE:</b> Full Time, Classified	<b>PROBATION PERIOD:</b> 120
<b>BARGAINING UNIT:</b> AFSCME	<b>PAY GRADE:</b> A11	<b>POSITION CONTROL #:</b> 032614
<b>POSITION LOCATION:</b> 373 S High Street, Lobby, Columbus, OH 43215	<b>TYPICAL WORK SCHEDULE:</b> Monday – Friday 8:00 AM – 5:00 PM	<b>SUPERVISOR (PCN):</b> IT Project Manager (032600)
<b>JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:</b>		

**CLASSIFICATION PURPOSE:**

The primary purpose of the Telecommunication Support Analyst is to provide information and support to end users and to improve customer service. Provide point of contact for internal and external clients on telecommunication needs.

**JOB DUTIES:**

Provide telecommunications hardware and software support to various agency users. Investigate problems within existing systems and initiate corrective action as needed. Provide support in the following areas: answering questions, addressing technical problems, troubleshooting, resetting voicemail passwords. Maintain accurate database records of the telecommunications infrastructure. Install, configure and repair telecommunications equipment. Monitor hardware performance in light of software changes. Maintain telecommunications inventory. 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 safety practices; agency policy and procedures; electronic data processing. Skill in word processing; equipment operation. Ability to define problems, collect data, establish facts and draw valid conclusions; interpret extensive technical material in books, journals and manuals; add, subtract, multiply and divide whole numbers; calculate fractions, decimals and percentages; 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: Bachelor's degree in information technology, business or related field with three (3) years of office administration or related experience.

**Additional Requirements**

No additional license or certification is required.

**Supervisory Responsibilities**

None required.

**UNUSUAL WORKING CONDITIONS:**

May be required to wear personal protective equipment (PPE) to perform duties.

**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