

FRANKLIN COUNTY COMMUNITY BASED CORRECTIONAL FACILITY

JOB TITLE: TECHNOLOGY SUPPORT SPECIALIST
JOB LOCATION: 1745 Alum Creek Drive, Columbus, Ohio 43207
BENEFITS: Medical, dental, vision, prescription drug, mental health/chemical dependency, life insurance plans; retirement through Ohio Public Employees Retirement System (OPERS); optional deferred compensation plans; and sick, vacation, and personal leave.
ANNUAL SALARY: \$36,718.65
APPLICATIONS TO: 1745 Alum Creek Drive, Columbus, Ohio 43207
OR APPLY ONLINE: CBCF.Franklincountyohio.gov
DATE POSTED: February 12, 2018 **DEADLINE:** Until Filled

AN EQUAL OPPORTUNITY EMPLOYER

NATURE OF WORK:

The purpose of this position is to provide first-level technical and communications support for internal and external users, to act as liaison between the Franklin County CBCF and the Franklin County Data Center for technical and communications needs, and to manage data administration in accordance to the CBCF's standards and procedures.

ESSENTIAL FUNCTIONS:

Provides first-level technical support, including basic hardware and software troubleshooting and installations (i.e., monitors, keyboards, printers, and disk drives). Troubleshoots user system errors, escalating top tier issues to Data Center, and ensures reasonable resolution turnaround. Manages development, administration, and maintenance of computers and Lotus Notes systems. Responsible for Help Desk operations including maintaining CBCF web pages and internet connectivity. Systematically monitors desktop system performance, providing support, training and guidance to users. Assists with Law Enforcement Automated Data System (LEADS) and is backup Terminal Agency Coordinator (TAC). Participates in research and procures equipment and software for CBCF needs. Provides recommendations for technical and communications automation upgrades (i.e., phone systems, fax machines, scanners, and facility security system). Implements IT policies, procedures and emergency plans. Complies with accreditation standards and collects audit documentation. Coordinates IT-related training and activities. Maintains IT inventory control and implements replacement schedules for hardware and software. Conducts call monitoring and internet usage investigations. Provides positive interaction with facility population. Maintains confidentiality. Performs other duties as assigned.

PHYSICAL DEMANDS:

Work involves a significant amount of standing, walking, sitting, talking, listening, stooping, reaching with arms, hands and fingers, and writing. Visual ability must be sufficient to operate equipment. Candidate must be able to lift, move, and carry equipment weighing up to 50 pounds on a regular basis, and is required to crawl over/under desks and other office furniture in performance of job duties.

QUALIFICATIONS:

Must be able to type 20 words per minute and have proficient computer skills. High school diploma with some college or Associate degree in related field required. Bachelor degree in Computer Science or related field preferred. One year experience required. One year experience in Lotus Notes application development and systems administration, network environment, help desk support, and desktop hardware preferred. Knowledge of Windows 7 and up, Microsoft Office, and database design/development required. Excellent oral, written, interpersonal, and organizational skills required. Must possess/maintain valid Ohio driver's license and have good driving record. Must be comfortable in correctional setting, work under minimal supervision, and operate standard office equipment.

SPECIAL REQUIREMENTS:

Resumes, personal statements, letters of reference, training records or any other pertinent information may be included but not substituted for the application. Applications will not be accepted prior to posting date or after submission date. The person selected will have to undergo a full background investigation and drug screening.

The CBCF is an Equal Opportunity Employer and will not discriminate on the basis of race, color, religion, sex, sexual orientation, national origin, disability, age or ancestry of any person.