

Infrastructure Specialists

As part of the agency's IT Department the Infrastructure Specialist's primary focus of this position is to deliver, implement and support a wide variety of software and hardware at the enterprise wide level. This ranges from but not limited to infrastructure systems used for monitoring servers as well as desktop deployment hardware and software. The employee is the technical escalation for support from the desktop engineers.

This position will monitor Cisco Telephony applications and systems for real-time performance and provide ongoing support for call center wallboards and call-center reporting. Will participate in projects as assigned. Will perform routine and preventative maintenance. Will also perform emergency production issue resolution. Will install, maintain, configure, upgrade and/or administer hardware and/or software in assigned multiple technology domains. Duties include maintaining internal backup systems and ensuring data consistency and recoverability. Administration of Active Directory, identity management, telephony system, and network systems. Monitoring and responding to alerts from PRTG, Symantec, and other systems. Provide System reports for storage, hardware, and overall performance. Create & organize files and maintain documentation.

Advantages of Working at Franklin County Children Services:

- Health Care Benefits - Medical/Dental/Vision/RX/Mental Health/EAP
- Life Insurance Plans
- 10 Paid Holidays, 5 Personal Days and 2 Weeks' Vacation after your first year!
- We contribute 8.5% of your OPERS contribution
- Tuition Reimbursement
- College loan repayment and Perkins Loan Deferment/Pay-Off
- Longevity Pay/Length of Service Pay
- Opportunities for Advancement!

Qualifications:

- Bachelor's degree in computer science or related technical field. Any of the several Cisco certifications for VOIP/network, Microsoft, or VMWare Certifications. 2-4 years of experience administrating /managing/designing Cisco telephony environments. 2-4 years' experience with managing CISCO Unified Intelligence Center (CUIC).
- A solid understanding of call center terminology and functions call routing concepts and metrics and an operational knowledge of Cisco CUIC, 2-4 years of maintaining a Microsoft Server environment, 1-2 years maintaining a VMWare environment. 2-4 years of maintaining a Microsoft Server environment. A solid understanding of server operating systems and knowledge of Active Directory. 2-4 years maintaining a VMWare environment. A solid understanding of maintaining and administration of a virtual environment.
- All positions are subject to a criminal background, fingerprinting, employment verification, and motor vehicle report checks. Also, all offers of employment are contingent on receipt of a negative pre-employment drug test.