



Franklin County Children Services

POSITION DESCRIPTION

About us:

Franklin County Children Services (FCCS) is a large, metropolitan child welfare agency with more than 300 caseworkers and 400 support staff members dedicated to child protection and family stability. FCCS believes in investing our time and resources to attract and hire an engaged, talented, and diverse workforce that is committed to protecting children by strengthening families.

Benefits of working for us:

Hiring Bonus up to \$1,500; Low Premium Medical, Dental, & Vision; OPERS (Ohio Public employment Retirement System); Life Insurance Coverage at no cost (up to 50,000); Tuition Reimbursement; EAP Program; Additional Raises over the next three years (based on continuous service); Generous personal, vacation, & sick time.

Job title: Information Technologist 2

Location: 855 W. Mound Street, Columbus, Ohio 43223

Starting Salary: \$19.00 per hour

Key Responsibilities

- Employee installs and maintains desktop computer systems and connectivity to the infrastructure, local and wide area networks throughout the agency; analyzes and troubleshoots the performance issues of the desktop
- Coordinates information between end-users and IT staff to maintain a fully functioning desktop
- Documents issues and processes to isolate a component of failure before escalating to a senior technician

Qualifications

Minimum:

Education: Technical institute degree/certificate in Computer Science or Information Systems or equivalent work experience.

Experience: Minimum 18 months combined work experience in any combination of the following: computers and/or telecommunications software/hardware, applications, support products, projects, or databases for small scale systems or programs or pieces of larger systems or programs including 12-month related work experience.

Preferred:

Two years PC based applications with all standard office productivity tools, network print management experience. Experience in any combinations of the following: Service Now, Remedy, Altiris, Help Desk authority. A knowledge of basic IT identity management and IT security processes, configuring upgrading or installing ERP client-based application components (examples include AX, .Net, Doc-u-sign, and other Microsoft products). Strong communication skills both verbal and written.

Training and Development Required to Remain in the Classification after Employment:

Technical troubleshooting annual certifications (examples include CompTIA, A+ Network+ and Security+, ITIL foundations, Kepner/Trego IS/IS Not technical troubleshooting or other advanced certifications)

How to Apply

Please send applications and resumes to fccshr@fccs.us.

For information on FCCS, including employee benefits and our company culture, visit our website at <https://externalfccsapps.fccs.franklin.oh.us/FCCSForms/Employment.aspx#!/jobs/list>

All qualified applicants will receive consideration for employment without regard to race, color, religion, age, sex, national origin, disability status, genetics, protected veteran status, sexual orientation, gender identity or expression, or any other characteristic protected by federal, state, or local laws.