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 Technology Manager 1 (Infrastructure Manager)

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

Job Type: Full-Time, Non-Exempt

Work Schedule: Monday – Friday, 8am-5pm

Starting Salary: $42.48 - $60.72 Per Hour

As part of the agency’s Information Technology Department, this position serves as the Infrastructure Manager and is an IT leader for the Management team. The manager supports and drives the technical work for completion of projects, as well as production support. They complete change control reviews (CCR) for the technical staff and ensure all CCR follow the ITIL risk mitigations processes. The employee will help the agency achieve CFSR standards and ensure service delivery that focuses on safety, permanency and well-being for the families served by the agency.

Key Responsibilities

Supports and drives the technical work for completion of projects as well as production support.
Completes change control reviews (CCR) for the technical staff and ensures all CCR follow the ITIL risk mitigations processes.

**Minimum Qualifications**

- Completion of undergraduate degree in computer science, or completion of undergraduate core coursework in any academic major which included at least one course in advanced-level computer programming language
- Six and a half years (78 months) experience working in an IT Infrastructure environment
- Eighteen months of experience in performing infrastructure management functions
- Successful applicants must have strong written and verbal communication skills, thrive in a fast-paced environment and value the diversity offered by a major metropolitan community
- All positions are subject to a criminal background, fingerprinting, employment verification, and bureau of motor vehicle (BMV) check.

**Preferred Qualifications**

- Bachelor’s degree in technology or a related area with emphasis in multiple technology domains. Three years of work experience using ITIL Incident and problems resolution, data warehouse and CISCO networking.
- Three years of maintaining CISCO environments. Obtain and maintain CISCO, Microsoft and OnBase certifications.
- Two yrs. exp. in network architecture, related to creation of Active Directory integrations, selection and usage or the equivalent. Proficient in database principles.
- Two years’ experience in IT Management ideally in Government.
- Excellent written communication and presentation skills; strong interpersonal skills. Ability to demonstrate supportive relationships with peers, clients, partners, and vendor executives. Must be flexible and work with a high level of initiative. Must have the ability to remain professional under high pressure situations.
- Ability to retain and protect confidential material.

You can view a complete position description and get additional details about openings on our website at http://childrenservices.franklincountyohio.gov/about/employment.cfm