

NOTICE OF VACANCY

Mahoning County Children Services
222 West Federal Street
Youngstown, OH 44503
330-941-8888

Position Title: Technical Specialist

Building/Location: Mahoning County Children Services

Director/Supervisor: IT Manager

Salary Range: \$35,755.20

Date Issued: 05/05/22

Filing Deadline: In order to be considered, an application must be submitted **by 12:00 p.m. on Friday, May 27, 2022.** Interested individuals may obtain an application on-line at www.mahoningkids.com. Applications/Resumes may be submitted by e-mail to susan.babinec@jfs.ohio.gov or submitted to:

Mahoning County Children Services
Attn: Human Resources
222 W. Federal Street
Youngstown, OH 44503

Responsibilities: Under the general supervision of the IT Manager, oversees the agency support and training of the Ohio Statewide Automated Child Welfare Information System (SACWIS) as well as the TRAVERSE system.

- Understand and assist in implementation of changes in state data bases.
- Coordinate and install approved hardware/software upgrades.
- Run/build Crystal reports that are existing or need created per supervisor or management.
- Review and redesign workflow documents relative to data capture and data entry requirements. SACWIS troubleshooting, data entry and reporting.
- Providing support and training to new and transitioning Social Service casework employees as they begin to integrate their SACWIS and TRAVERSE knowledge with working with clients in the field. Runs SACWIS reports generated through SACWIS.
- Provides additional training and support in the field to new casework staff regarding utilization of SACWIS and TRAVERSE.
- Assists with fingerprinting clients in and out of the agency.
- Preparing and submitting SACWIS "trouble tickets" to the ODJFS Help Desk.
- Assisting users with their initial setup of SACWIS.
- Serving as the primary internal support for SACWIS users.
- Request network and assign system user IDs for employees.
- Troubleshoot server network connection problems.
- Setup and configuring of IP phones and voicemail.
- Recommend software purchases based upon agency needs.
- Install software upgrades.
- Repair and/or coordinate repair of workstations (hardware and software.)
- Patching and configuring telephone lines for use.
- Network user security and password resets.
- Create name badges for all new employees.
- Monitor TRAVERSE document imaging issues with IT staff
- Train appropriate staff on hardware and software upgrades, basic computer applications.
- Oversee management of data entry/computer system.
- Function as the back-up to the telephone operator position.
- Assist with sending out faxes to workers/supervisors.
- Attends training, agency and community meetings as required.
- Other job duties as required.
- **Qualifications:** Completion of Associate Degree in Computer Science or Computer Information Systems. Preferred candidate would have 4-year degree or be working on same. Relevant experience required.
- Must have valid Ohio driver's license, state minimum automobile insurance, and car available at all times.

MAHONING COUNTY CHILDREN SERVICES
AN EQUAL OPPORTUNITY/ADA COMPLIANCE EMPLOYER, M/F V/H