



Franklin County Domestic and Juvenile Courts

POSITION TITLE:	IT Specialist
IMMEDIATE SUPERVISOR:	IT Supervisor
WORKING HOURS:	Monday- Friday 8am-5 pm
STARTING SALARY:	\$30.91 p/h. Position is subject to 180 probationary period
MINIMUM REQUIREMENTS:	Bachelor's degree in information technology or equivalent experience. Minimum one (1) year of experience in computer network/server administration - diagnosis and repair of hardware and software, user assistance and training. Three (3) years of experience preferred.

POSITION SUMMARY:

Administers network servers, Active Directory, user and computer accounts, groups, group policy and security. Administers email servers, accounts, and instant messaging. Administers network file server including individual personnel directories, file shares, and permissions. Provides network security through administration of antivirus protection, VPN server, email spam filter, and web content filter. Provides support to end users on hardware and software IT related issues. Researches, identifies, and resolves technical issues ranging from hardware failures to networking connectivity. Responds to personnel requests for technical support, and documents, tracks, and monitors the support request to ensure a timely resolution.

ESSENTIAL FUNCTIONS AND RESPONSIBILITIES:

1. Joins technical support team to provide end user tier 1 and tier 2 IT support including workstation and printer errors, computer system optimization, virus detection and removal, and network issues.
2. Follows direction to support the tasks to manage active directory, user accounts, computer accounts, groups, permissions, and group policies; troubleshoots and researches advanced connectivity issues and hardware failures, learns and assists in server backups and restores, installs operating systems, security updates, and data restorations and migrations.
3. Monitors workstation performance and suggests recommendations and /or executes solutions to maximize applications.
4. Creates and administers server data backups and restores. Creates and verifies backup schedules to ensure complete data protection.
5. Participates in Information Technology team meetings for strategic planning, analyzing and resolving existing Information Technology customer service gaps.
6. Makes recommendations to leverage existing resources to increase efficiency and effectiveness.
7. Installs new computers, printers, scanners, and VOIP phones. Creates and manages workstation images. Administers workstation image server to deploy images.
8. Installs, updates, and deploys software applications, e.g., Microsoft security updates, service packs, and third-party applications.
9. Administers and maintains applications such as antivirus protection, web content filter, email spam filter, virtual private network access, courtroom audio recording systems, electronic docket boards, etc.

10. Research, tests, and recommends new software and hardware technology. Meets with vendors and recommends IT solutions to Director of IT.
11. Provides support to detention center staff regarding security video recordings and key systems management.
12. Trains users on a vast variety of applications and procedures, e.g., Windows, MS Office, Lotus Notes, Instant Messenger, VPN, VDI, mobile email applications, audio recording systems, etc.
13. Documents services in IT tracking system to maintain a knowledgebase of existing repairs.

SECONDARY RESPONSIBILITIES:

- Trains and shares knowledge on complex issues resolved with other IT staff.
- Manages software licensing information and maintains an inventory of installed software.
- Provides inventory tracking to ensure complete equipment accountability.
- Creates electronic forms from existing documents at user requests to improve overall efficiency where possible.
- Administers databases as requested by supervisor and/or court administration and assists with tier 1 database administration.
- Provides inventory tracking to ensure complete equipment accountability.
- Researches and evaluates hardware and software products to respond to technical needs of the Court and personnel.
- Attends training; achieves certification, where applicable, to keep skills current.
- Performs other duties as required.

EDUCATION AND WORK EXPERIENCE:

Bachelor's degree in information technology or equivalent experience.

Three (3) years of experience in computer network/server administration - diagnosis and repair of hardware and software, user assistance and training.

CORE COMPETENCIES / KSA'S:

- Ability to evaluate, audit, deduce and/or assess data using established criteria, including exercising discretion in determining actual probable consequences, in reference to evaluation of identity and select alternatives.
- Ability to apply principles of persuasion and/or influence over others in coordinating activities of a project, program or defined area of responsibility.
- Ability to exercise judgment, decisiveness and creativity in situations involving evaluation of information against measurable or verifiable criteria.
- Ability to utilize a wide variety of reference, descriptive, advisory and/or design data and information.
- Ability to operate and control the actions of applications requiring monitoring, adjustment, regulation and/or setting of multiple corrections.
- Equipped with the functional and technical knowledge and skills to perform all duties with a high level of accomplishment.
- Ability to learn organizational and technical knowledge.
- Uses time and resources effectively and efficiently.
- Can attend to a broad range of activities; ability to multi-task.
- Establishes and maintains effective relationships with staff and litigants.

- Understands and is able to adapt to the culture of the organization.
- Well organized and detail oriented.