



POSITION AVAILABLE:

JFS IT Specialist

POSTING DATE: Wednesday, May 18, 2022
DEADLINE TO APPLY: Open Until Filled

DEPARTMENT: Job & Family Services / MIS
LOCATION: Ravenna, OH
WORKING HOURS: Monday – Friday, 8:00am to 4:00pm

SALARY: \$20.06/hour
FLSA STATUS: Classified

JOB OBJECTIVES:

Under the direct supervision of the Management Information Systems (MIS) Coordinator, assists with managing all agency computer and network systems for the County Department of Job and Family Services. Installs, maintains, and troubleshoots county and state-owned hardware, software, and phones to ensure a productive computing environment for all County JFS staff.

MINIMUM QUALIFICATIONS:

Associate degree with two years related experience or a bachelor's degree in computer science, information technology or related field including coursework in computer skills, data security, hardware applications and data processing procedures. Must possess a valid Ohio driver's license and maintain continuing eligibility under the existing County driver eligibility standards.

EXAMPLE OF DUTIES:

Oversees and maintains the daily operation of the Ohio Department of Job & Family Services (ODJFS) personal computer (PC) workstations; configures new workstations. Develops and maintains a familiarity with state and county owned software, both proprietary and purchased. Answers e-mail and telephone inquiries; handles end user issues and complaints. Provides training to employees and divisions on ODJFS network utilization, email, document imaging, multi-function copiers and other computer functions. Maintains current inventory of all agency computers, printers, software and other information technology equipment. Serves as the County JFS Help Desk and assists with Security Coordinator and TPOC (Technical Point of Contact) duties. Keeps shared network locations secure and organized. Develops and maintains a regular maintenance schedule and upkeep for all PC workstations and software owned by the state and county. Develops and oversees the structure, policy and implementation of document imaging for all divisions of the PCDJFS. Maintains and backs up data for the document imaging System Server. Create and update worker computer and security profiles. Identifies needs, creates specifications and makes recommendations for computers, printers, software and other technology as needed. Creates and maintains documentation relating to procedures, instructions and findings. Troubleshoot and expedite phone system issues and moves as necessary. Assists with Record Retention. Keep current in area of responsibility by attending training, skill development seminars, conferences and agency meetings.

HOW TO APPLY:

- **THE COUNTY APPLICATION FORM IS REQUIRED** WHEN APPLYING FOR THIS POSITION.
- APPLICATIONS CAN BE DOWNLOADED FROM THE COUNTY WEBSITE:
<https://www.portagecounty-oh.gov/human-resources/pages/job-opportunities>
- APPLICATIONS CAN BE FAXED, EMAILED OR MAILED:

PORTAGE COUNTY HUMAN RESOURCES
449 S. MERIDIAN STREET, 7th Floor
RAVENNA, OHIO 44266

EMAIL: HRD@PORTAGECO.COM / FAX: 330-298-4225

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