

# FRANKLIN COUNTY AUDITOR'S OFFICE

An Equal Opportunity Employer

Page 1 of 3

## POSITION DESCRIPTION

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**Position Title:** IT Support Specialist

**Pay Grade: 6 Starting Salary:** \$48,755.20

**Dept./Div.:** IT Operations

**Employment Status:** Full-time

**Reports to:** IT Manager

**FLSA Status:** Non-Exempt

**Civil Service Status:** Classified

**EEO Status:** 03 – Technician

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### CLASS DESCRIPTION:

Under general supervision of the IT Manager, the IT Support Specialist will provide first level technical support for the office. Responsibilities include training end users; installing, configuring, and troubleshooting hardware and software; maintaining, tracking, and delivering inventory; optimizing processes; and assisting with data management.

### QUALIFICATIONS: An example of acceptable qualifications:

Possession of an Associate degree from an accredited college or university in computer science, information management systems, or related discipline; two (2) or more years of related experience and/or training; or any combination of training, education, or experience which provides the desired knowledge, skills, and abilities to perform the essential functions of this position.

### LICENSURE OR CERTIFICATION REQUIREMENTS:

N/A.

### EQUIPMENT OPERATED: The following are examples only and are not intended to be all inclusive:

Personal computer, computer software (e.g. Microsoft Office, Internet Explorer, MUNIS, IAS, RMS, and other applicable computer software); printer, copy machine, phone, fax machine, other standard modern office equipment.

### INHERENTLY HAZARDOUS OR PHYSICALLY DEMANDING WORKING CONDITIONS:

The employee has exposure to chemical compounds found in an office environment (e.g., toner, correction fluid, etc.); works rotating shift; this is considered sedentary work and the employee must demonstrate the ability to perform the physical demands required of the position in accordance with the U.S. Department of Labor's physical demands strength ratings.

In cases of emergency, unpredictable situations, and/or department needs, this position may be required to lift, push, pull, and/or carry objects heavier than D.O.L. strength ratings recommend.

### JOB DESCRIPTION AND WORKER CHARACTERISTICS:

JOB DUTIES in order of importance

### ESSENTIAL FUNCTIONS OF THE POSITION: For purposes of 42 USC 12101:

30% (1) Provide technical support and technical training to users for hardware usage and software applications.

25% (2) Maintain, track, coordinate and deliver inventory.

10% (3) Install, configure, and troubleshoot hardware and software.

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Page 2 of 3

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10% (4) Create and maintain technical documentation, knowledgebase articles, and standard operating procedures.

10% (5) Identify and recommend opportunities to streamline, automate, and/or optimize processes.

10% (6) Assist with content management, data quality, data preparation, forms, and reporting.

### OTHER DUTIES AND RESPONSIBILITIES:

5% (7) Other duties as assigned

### MINIMUM ACCEPTABLE CHARACTERISTICS: (\*Indicates developed after employment)

**Knowledge of:** \*County, Auditor, and Department goals and objectives; \*County, Auditor, and Department policies and procedures; \*personnel rules and regulations; government structure and process; office practices and procedures; \*Ohio Revised Code (applicable Auditor's duties); office management; hardware/software; networking; system analysis; IT support; data security; server management; smart devices; troubleshooting.

**Skill in:** computer operation; use of modern office equipment; installation of hardware/software; computer programming and/or scripting; problem solving, organizing, managing time.

**Ability to:** develop and maintain effective working relationships; perform job safely; interpret a variety of instructions in written, oral, picture, or schedule form; exercise independent judgment and discretion; add, subtract, multiply, and divide whole numbers; calculate fractions, decimals, and percentages; define problems, collect data, establish facts and draw valid conclusions; maintain accurate records; prepare accurate and concise reports; sorts items into categories according to established methods; communicate effectively in oral and written form; maintain confidentiality; resolve complaints from angry citizens; travel to and gain access to worksite; understand technical manuals and/or verbal instructions; troubleshoot; be attentive to detail.

### POSITION DIRECTLY SUPERVISED:

None.

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Page 3 of 3

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This position description in no manner states or implies that these are the only duties and responsibilities to be performed by the position incumbent.

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