**CLASS CONCEPT:** The advanced full journey level in the information technology profession with the ability to perform duties of high complexity and difficulty. Conducts research or coordinates special projects to resolve problems of considerable scope and complexity relating to systems administration, and/or database systems. This position may or may not have supervisory responsibility of lower level staff. Performs the material and substantial duties of classification more than 50% of the time.

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<th>JOB DUTIES</th>
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<td>Acts as the first contact for upper management, Works Helpdesk tier I, II, III tickets. Helps to maintain positive relationship with staff. Ensures the proper implementation and maintenance enterprise systems. Oversees identification, documentation and remediation of issues related to system or business processes, enhancements, bugs or new business requirements. Architects and oversees the design and implementation of application solutions to address business requirements under the broad guidance of the IT Manager or immediate supervisor. Oversees test plans according to project requirements, ensuring issues are resolved appropriately. Oversees the development of improvements to team processes and procedures. May perform duties such as directing tasks, monitoring breaks and lunch hours. <strong>(Helpdesk)</strong> Provides solutions to complex high level Help Desk tickets. Conducts or directs technical research for new software, hardware, and emerging technologies; provides cost analysis and recommendations to management for procurement of new technology. <strong>(Analysis)</strong> Optimize or redesign existing infrastructure as needed. Assist in developing training or conduct training in computer systems and software as needed performs major plan reviews, prepares final plans. <strong>(Application Programming)</strong> Oversees the development of improvements to team processes and procedures.</td>
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<td>Knowledge of: 3(ordering supplies); 8a (employee training) 9a Lead Work (low level employee); 9b(may supervise) 10 (Safety practices) 11a)( may provide representation)11b (human relations) 12(office management);*13b( policy and procedures)13a(office practice), 16(interviewing) 18(civil, environmental), 20 (natural sciences, i.e. physical geography/GIS) 22 Information Technology (electronic data processing – database management, meta database development, application development/programming, system architecture);Skills in: 25a (proficient keyboarding) ;25b operation of PC; *Cityworks, *H.T.E; Microsoft office products; 29Equipment Operations (photo copier, PCs; technical equipment) 30d(deal with problems involving multiple steps) 30g(understanding trouble shooting for technical issues) 30k (understand information technology, engineering, GIS) 30l ( define problems, collect data, establish facts &amp; draw valid conclusions); 30o deal with abstract of information technology) 31g (higher level math knowledge; algebra; geometry; trigonometry)32i (comprehension); 32r (prepare meaningful, concise and accurate reports); 32s(proofread technical materials, recognize errors, and make corrections); 32t (research methods in gathering data); 32w(develop SOP) 33e(gather, collate information about data)34a(independent worker)34c (team projects)3435c ability to lift 50 pounds 35d(able to move items from one location to another)35e (ability to input information)</td>
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Represents the department in meetings with clients, vendors, and County representatives; keeps management informed of all situations that could affect the accomplishment of division section's goals and objectives. May supervise and manage the activities of technical staff; may monitor, manage, and administer all personnel and labor matters and staff leave requests according to applicable County Human Resources guidelines and procedures.

(Helpdesk) Creates, maintains and executes a disaster recovery program. Administrates IT security and performance management by monitoring, evaluating and maintaining systems and procedures.

(Analysis) Ensures that proposals and development of effective Solutions meet objectives and are in line with business and system strategies. Conducts preliminary investigations for all project requests. Creates requirements and specifications for business applications. Develops testing, support and training plans to ensure they are in line with business objectives on projects.

(Programming) Oversees identification, documentation and remediation of issues related to system or business processes, enhancements, bugs or new business requirements.

(Performs Related Duties As Required)

Knowledge of: 3(ordering supplies); 8a (employee training) 9a Lead Work (lower level employee); 9b(may supervise) 10 (Safety practices) 11a( may provide representation)11b (human relations) 12(office management);*13b( policy and procedures)13a(office practice), 16(interviewing) 18(civil, environmental), 20 (natural sciences, i.e. physical geography/GIS) 22 Information Technology (electronic data processing – database management, meta database development, application development/programming, system architecture);Skills in: 25a (proficient keyboarding) ;25b operation of PC; *Cityworks, *H.T.E; Microsoft office products; 29Equipment Operations (photo copier, PCs; technical equipment) 30d(deal with problems involving multiple steps) 30g(understanding trouble shooting for technical issues) 30k (understand information technology, engineering, GIS) 30l ( define problems, collect data, establish facts & draw valid conclusions) 30o deal with abstract of information technology) 31g (higher level math knowledge; algebra; geometry; trigonometry)32i (comprehension); 32r (prepare meaningful, concise and accurate reports); 32s(proofread technical materials, recognize errors, and make corrections); 32t (research methods in gathering data); 32w(develop SOP) 33e(gather, collate information about data)34a(independent worker)34c (team projects)3435c ability to lift 50 pounds 35d(able to move items from one location to another)35e (ability to input information)

UNUSUAL WORKING CONDITIONS:

MINIMUM CLASS REQUIREMENTS: (Including License, If Any)
A related Bachelors’ degree with 4 years of progressive IT experience or a related Technical/Associate’s Degree with 8 years of progressive IT experience
Or education, training and/or experience in an amount equal to the minimum qualifications stated above
Must have valid Ohio Driver’s License with acceptable driving record and show proof of insurance.
(Other Evidences May Be Substituted)

TRAINING & DEVELOPMENT: