March 10, 2023

POSITION DESCRIPTION

AGENCY: Tuscarawas County Job & Family Services

	Employee's Signature

POSITION TITLE: MISS2

                                                                                                    County Agency
POSITION CONTROL NUMBER: 12009

CLASS NUMBER: 70112   Change

CLASS TITLE: Management Information Systems Specialist 2

POSITION NUMBER AND TITLE OF IMMEDIATE SUPERVISOR:
12000 MIS Supr

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. to 4:30 p.m. (unless approved to work an alternative schedule as outlined in the agency's personnel handbook)

%	Job Duties in Order of Importance and Minimum Acceptable Characteristics

Regular and predictable attendance.

> **KNOWLEDGE:** 11B Human Relations; 13b Agency Policies and Procedures relative to attendance and hours of operation.

> **SKILLS:** 30a & d Reasoning.

45%   Computer Network Administrator: Performs daily support and maintenance of all computer systems and peripheral equipment including Microsoft Windows Server, State-operated computer system, and various TCJFS/ODJFS software. Backs up all systems and software according to established schedule. Troubleshoots problems, recommends solutions to supervisor (and/or resolves), or makes contact with appropriate ODJFS computer support personnel. Performs preventative maintenance on all equipment. Trains users on hardware and software. Maintains a log of error conditions and repairs. Provides reports upon request. Keeps users apprised of system(s) run/down time. Schedules downtime so as to cause the least amount of disruption to users' daily work and gives notice when possible. Maintains up-to-date documentation for all systems including hardware and software. Remains current on the newest technology available that would be beneficial for our use. Keeps supervisor informed of problems and progress.

Add, edit, and delete employee access to VOIP phone system. Help employees set up their voice mail options and greeting messages. Troubleshoot and resolve problems as needed.

> **KNOWLEDGE:** 3; 8a; 13a (Office Practices & Procedures); 13b (Agency Policies & Procedures); 14; 22 (Microsoft Windows Server and hardware, computers, printers, scanners, Microsoft SQL, Microsoft Access).
> **SKILLS:** 28 (computers and related equipment); 30l; 31e; 32q; 33e; 34c; 35d.

45%   Software Specialist: Monitors and maintains existing software. Fixes problems or bugs in existing in-house created programs. Thoroughly tests new software for accuracy and correctness. Recommends upgrades to existing software or purchase of new software, installs and becomes knowledgeable of same. Seeks out manual processes within agency and analyzes for computerization; designs, implements, tests, and monitors all new software and trains new users.

Maintains current documentation on all software and instructions on how to use. All software to be written or modified in-house shall be approved by supervisor.

Director's Signature:

March 10, 2023

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AGENCY: Tuscarawas County Job & Family Services

_____

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POSITION CONTROL NUMBER: 12009   County Agency

CLASS NUMBER: 70112   Change

CLASS TITLE: Management Information Systems Specialist 2

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12000 MIS Supr

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8:00 a.m. to 4:30 p.m. (unless approved to work an alternative schedule as outlined in the agency's personnel handbook)

%	Job Duties in Order of Importance and Minimum Acceptable Characteristics

KNOWLEDGE: 3; 8a; 13a (Office Practices & Procedures); 13b (Agency Policies & Procedures); 14; 19 (software functions and operating systems); 22 Microsoft Windows Servers and Hardware, computers, printers, scanners, Microsoft SQL, Microsoft Access.

SKILLS: 28 (computers and related equipment); 30l; 31e; 32q; 33e; 34c.

8%   Security Coordinator: Establishes users for all systems and completes required paperwork. Files new/updated and appropriate paperwork with ODJFS. Suspends users in cases of job change/termination. Establishes profiles and beginning and end dates. Monitors unauthorized attempts to access systems/data and reports same to supervisor. Limits access to systems to authorized users. Maintains a log of security violations. Maintains in a secure location copies of all current operating and networking software along with all current application software. Also maintains daily off-site copies of agency and state systems backups.

KNOWLEDGE: 3; 13a (Office Practices & Procedures); 13b (Agency Policies & Procedures); 14 (Organization of State ODJFS IT Dept.).

SKILLS: 25b (State-operated computer system, Microsoft Windows Servers); 29 (computers, printers); 30f; 32q; 34b.

2%   Other duties as assigned including attending meetings and training. May be required to use own vehicle and provide proof of current driver's license and vehicle insurance (which is defined in Ohio Administrative Code [OAC]). Employee may be required to submit to initial/ongoing background checks in accordance with FTI rules.

Director's Signature: