Infrastructure Specialist

As part of the agency's IT Department, the primary focus of the Infrastructure Specialist position is to deliver, implement and support a wide variety of software and hardware at the enterprise wide level. This ranges from but is not limited to infrastructure systems used for monitoring servers to desktop deployment of hardware and software. The employee is the technical escalation point for support from the desktop engineers.

This position will monitor Cisco Telephony applications and systems for real-time performance and provide ongoing support for call center wallboards and call center reporting. They will participate in projects as assigned, perform routine and preventative maintenance and perform emergency production issue resolution. They will install, maintain, configure, upgrade and/or administer hardware and/or software in assigned multiple technology domains. Duties include maintaining internal backup systems and ensuring data consistency and recoverability. They are responsible for the administration of Active Directory, identity management, telephony system, and network systems. They also monitor and respond to alerts from PRTG, Symantec, and other systems. They provide system reports for storage, hardware, and overall performance. They also create and organize files and maintain documentation.

Advantages of Working at Franklin County Children Services:

- Health care benefits - medical/dental/vision/RX/mental health/EAP
- Life insurance plans
- 10 paid holidays, five personal days and two weeks' vacation after your first year
- We contribute 8.5% of your OPERS contribution.
- Tuition reimbursement
- College loan repayment and Perkins Loan deferment pay-off
- Longevity pay/length of service pay
- Opportunities for advancement

Qualifications:

- Bachelor's degree in computer science or a related technical field; any of the several Cisco certifications for VOIP/network, Microsoft, or VMWare Certifications; two to four years of experience administrating /managing/designing Cisco telephony environments; and two to four years of experience managing CISCO Unified Intelligence Center (CUIC).

- A solid understanding of call center terminology and functions; call routing concepts and metrics and an operational knowledge of Cisco CUIC; two to four years of maintaining a Microsoft Server environment; one to two years of experience maintaining a VMWare environment; two to four years of experience maintaining a Microsoft Server environment; a solid understanding of server operating systems and knowledge of Active Directory; two to four years of experience maintaining a VMWare environment; and a solid understanding of maintaining and administrating a virtual environment.

- All positions are subject to a criminal background, fingerprinting, employment verification, and motor vehicle report checks. Also, all offers of employment are contingent on receipt of a negative pre-employment drug test.