



STATE OF OHIO
 Public Defender Commission
 250 East Broad Street - Suite 1400
 Columbus, OH 43215
 (614) 466-5394
<http://opd.ohio.gov>

Invites applications for the position of:

APPLICATION SUPPORT ANALYST

An Equal Opportunity Employer

PN: IT-20088349-022018

Job Type: Full-Time, Permanent, Bargaining-Unit

Location: Franklin County

Promotional Bid:

classified position (may include promotion, transfer or demotion)

Job Location: Office of the Ohio Public Defender 250 E. Broad Street
 Columbus, OH 43215

Division: Administrative Division

Opening Date: Tue. 03/06/18

Closing Date/Time: Fri. 03/16/18 11:59 PM Eastern Time

Pay Range: 33

Hours of work: 8 AM
 to 5 PM variable

Salary:

\$53,476.80 - \$78,436.80 Annually

Job Duties: At the Office of the Ohio Public Defender, we believe in protecting the rights of indigent persons throughout Ohio by providing quality representation and leadership in criminal and juvenile justice systems. When you work here, you have the opportunity to be a part of something exceptional and give back in a way many individuals do not have the chance to. The agency is built on our five-core values Compassion, Dignity, Equity, Integrity, and Service.

The Application Support Analyst will be a member of the OPD Online team, which is responsible for the development, training, auditing, testing, and agency and/or county deployment of the OPD Online case management system. This role requires an individual with strong technical and personal skills.

A look at your day-to-day

The Application Support Analyst will oversee the OPD Online HelpDesk and interact with users via email, instant message, and telephone calls. You will perform testing in pre-and post-production to identify bugs in the system to help improve users' experience with OPD Online. You will develop training material based on needs identified by the OPD Online team and perform audits and develop reports of findings to ensure processes are being adhered to.

- Under the direction of the IT Director, you will serve as the first point of contact for OPD Online users seeking technical assistance through OPD Online HelpDesk tickets.
- You will perform IT assessments and audits of OPD Online success after county deployments. Develops reports of findings for the OPD Online team and the IT Director.
- You will develop training materials for OPD Online users. Conduct desk side or classroom OPD Online training as needed.
- Serve as back-up HelpDesk to the Office of the Ohio Public Defender as needed.
- All other IT related duties as assigned.

Minimum Qualifications:

Education

Core undergraduate in Computer Science or Information Systems or equivalent work experience.

AND**Experience**

Minimum 3 years combined work experience related to information systems in multiple areas of assigned responsibility (e.g., infrastructure, database administration, software development, business process analysis) as specified by the agency position description and vacancy/job posting.

Note: the official position description on file with the designated agency is to reflect, in the minimum acceptable characteristics, the required technology related experience or area of assigned responsibility. Only those applicants possessing the required technology related experience or area of assigned responsibility listed in the position description are to be considered for any vacancies posted. The vacancy/job posting should also only list the required technology related or area of assigned responsibility experience commensurate with the position in question.

Major Worker Characteristics:

Knowledge of: computers and electronics, oral and written communication tools and techniques, customer support & personal service, state and agency policy, procedures and applicable laws*, vision, mission and goals of agency*, telecommunications, IT security principles and methods, mathematics principles relative to assigned area in IT, safety practices, operating systems installation and configuration procedures, network standards, protocols & procedures, platform usage, capabilities and applications of network equipment including hubs, routers, switches, bridges, servers, and related hardware, technology design techniques, basic internet server maintenance techniques, back-up and recovery techniques, software distribution and configuration management tools and technical writing and documentation, technical writing and documentation practices, IT lifecycle concepts, software design principles, methods and approaches, database management principles and methodologies. Skill for: reading comprehension, speaking, service orientation, installation, troubleshooting, critical thinking, systems evaluation, operation monitoring, and complex problem-solving. Ability to: transport items up to 50 lbs, calculate decimals, percentages and fractions, carry out instructions in written, oral or picture form, understand manuals and verbal instructions, technical in nature, stay abreast of current technologies in area of IT assigned, deal with problems involving several variables in familiar context, and prepare meaningful, accurate and concise reports.

(*)Developed after employment.

Supplemental Information:**Position**

Job Title: Information Technologist 3

Job Code: 69923

Pay Grade: 33 (\$25.71 - \$37.71/hr)

Working Conditions

Work involves operation of computer terminal for long periods of time; ability to stand, kneel, sit, and work in heights below the desk and lay on the floor, if needed. Selected candidate may be required to carry a cellular phone as assigned.

Work hours are generally 8:00 a.m. to 5:00 p.m., subject to necessary modification for emergencies, special projects and system maintenance or for travel. May be required to work evening or night shifts (variable starting and ending times, compressed work week, or other flexible hour concepts), may work weekends or holidays. May require travel within the state of Ohio; may require work at DRC or DYS facilities. Valid driver's license is required.

Comments

All final applicants tentatively selected for this position will be required to submit to urinalysis to test for illegal drug use prior to appointments. An applicant with a positive test shall not be offered employment.

Intentional omission of relevant information, falsification, or misrepresentation of information on the application will disqualify the applicant. In addition, such intentional acts are grounds for immediate termination of an employee.

The final candidate selected for the position will be required to undergo a criminal background check. Criminal convictions do not necessarily preclude an applicant from consideration for a position. An individual assessment of an applicant's prior criminal convictions will be made before excluding an applicant from consideration.

***IMPORTANT NOTE: If attaching a document that contains your SSN, please redact SSN before attaching it to your application.**

The State of Ohio is an Equal Opportunity Employer and does not discriminate on the basis of race, color, national origin, sex, sexual orientation, genetic information, religion, age, disability or military status in employment or provision of services.

When contacted for an interview, an applicant who requires special accommodations, due to a disability, should notify the office so that proper arrangements can be made.

Job #IT-20088349-022018
Application Support Analyst
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