



**BOARD OF COUNTY COMMISSIONERS**

**WARREN COUNTY, OHIO**

406 Justice Drive, Lebanon, Ohio 45036

[www.co.warren.oh.us](http://www.co.warren.oh.us)

[Commissioners@co.warren.oh.us](mailto:Commissioners@co.warren.oh.us)

OFFICE OF MANAGEMENT AND BUDGET

POSITION AVAILABLE

JOB CLASSIFICATION TITLE:	INFRASTRUCTURE SYSTEMS TECHNICIAN
DEPARTMENT:	TELECOMMUNICATIONS
PAY RATE:	\$24.15 - \$29.15 HOURLY
PAY RANGE:	#18
SCHEDULED HOURS:	40 HOURS PER WEEK
CIVIL SERVICE STATUS:	CLASSIFIED

SEE ATTACHED CLASSIFICATION SPECIFICATION FOR MINIMUM  
QUALIFICATIONS AND ILLUSTRATIVE DUTIES OF THIS POSITION

POSTING PERIOD: THIS POSTING IS BEING POSTED FOR A PERIOD OF  
TIME NOT LESS THAN SEVEN (7) CONSECUTIVE  
CALENDAR DAYS, BEGINNING JANUARY 4, 2024

VISIT [WWW.CO.WARREN.OH.US](http://WWW.CO.WARREN.OH.US) AND COMPLETE THE APPLICATION AS  
FOLLOWS: CLICK ON JOB POSTINGS THEN CLICK ON WARREN COUNTY  
APPLICATION FOR EMPLOYMENT, THEN DOWNLOAD TO YOUR DESKTOP  
AND EMAIL THE COMPLETED APPLICATION TO:  
[WCCOMMAPP@CO.WARREN.OH.US](mailto:WCCOMMAPP@CO.WARREN.OH.US) PLEASE CONTACT SUSAN SPENCER  
WITH QUESTIONS AT: 513-695-1747.

APPLICATIONS WILL BE ACCEPTED UNTIL POSITION IS FILLED

THIS POSITION IS SUBJECT TO A POST-OFFER DRUG SCREEN AND  
A BACKGROUND CHECK (BCI).

WARREN COUNTY IS AN EQUAL  
OPPORTUNITY EMPLOYER

# YOU WILL HIT THE *BULLSEYE* WORKING FOR WARREN COUNTY

## PERKS & BENEFITS WORKING FOR WARREN COUNTY



### WORK ENVIRONMENT

- Work/Life Balance
- Job Stability



### PAID TIME OFF

- Holidays - 11.5 annually
- Vacation - 2 weeks after 1st year



### BENEFITS

- Health Insurance\*



### RETIREMENT

- 14% employer contribution into the Ohio Public Retirement System\*

**Health Insurance** - Available after 30 days, 2 Med/Rx plan choices with monthly family premium range from **\$270 to even \$0 (5x cheaper than the private sector)**; \$0 premium cost for Dental, Vision, Life, HSA, FSA, EAP, Weight Watchers, On-site Biometrics & Day Off Work (Dave's Day for Your Life) and many more!

**Retirement** - Ohio Public Employee Retirement System; Employee 10%/Employer 14% of earnings (pre-tax)

VISIT [WWW.CO.WARREN.OH.US](http://WWW.CO.WARREN.OH.US) FOR ALL JOB POSTINGS.  
QUESTIONS CALL: SUE SPENCER 513.695.1747

# WARREN COUNTY COMMISSIONERS POSITION DESCRIPTION

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Position Title: Infrastructure Systems Technician 1  
Class Title:

Incumbent:

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Department: Telecommunications  
Reports To: Infrastructure Systems Manager

FLSA Status: Non-exempt  
Civil Service Status: Classified  
Employment Status: Full-time  
Lunch: Unpaid

Pay Range:  
Probation: 365 Days  
Work Hours: 40 hours weekly, non-standard workweek.

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## JOB RESPONSIBILITIES:

- Under direction, installs cabling, and repairs of systems, computers and associated telecommunications apparatus, complete setup.
- Ensures proper cabling and labeling standards are met.
- Ensures operability and compatibility required to make systems functional. Maintains relations with Partners; operates, instructs, and informs users on proper usage and system status.
- Performs system maintenance for telephony and 911 needs, including installations, upgrades, configurations, and patching.
- Administers and maintains the production, training, test, and disaster recovery environments.
- Reviews designs for compliance with production acceptance requirements.
- Complies with IT policies and procedures, especially those for quality and productivity standards that enable the team to meet established service levels.
- Complies with IT policies and procedures, especially those for quality and productivity standards that enable the team to meet established service levels. Complies with security policies and procedures and verifies deliverables meet Telecommunication requirements.
- Experience with integration tools and concepts for connecting 3rd party apps.
- Provide support to end users.
- Develop and improve business processes with the focus on improving business performance.

**QUALIFICATIONS:** Any combination of training and work experience, which indicates possession of the skills, knowledge and abilities listed above. An example of an acceptable qualification for this position is:

- 1+ years' experience installing and managing structured cabling in an Enterprise environment.
- 1+ Years of end user application, operating systems, and hardware support in an Enterprise environment.
- Understand the concepts and needs to maintain a "High Availability" in an Enterprise environment.
- Remote support experience.
- Completion of secondary education or its equivalent and (2) years' experience in computer systems maintenance, or equivalent combination of training and/or experience which evidences and knowledge of computer system maintenance and operation; to include but not limited to: electronic test equipment, Public Safety Systems.

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### LICENSURE AND CERTIFICATION REQUIREMENTS:

- Maintain Valid Ohio driver's license.
- FCC Amateur Radio Service Technician License – Incident Response Team Requirement
- CompTIA A+ Certification - Incident Response Team Requirement / Patch Team Requirement
- CompTIA Server+ Certification - Incident Response Team Requirement / Patch Team Requirement
- CompTIA Network+ Certification - Incident Response Team Requirement

### ESSENTIAL FUNCTIONS:

1. Must maintain ability to participate in the Incident Response Team
  - a. May be on call 24/7 and/or participate in a rotation.
  - b. Carry's employer issued cellular phone for recall purposes.
  - c. Obtain and maintain required skills.
  - d. Work nontraditional schedule as required support Incident Response Team assignments.
2. Must maintain ability to participate in the Patch Management Team.
  - a. Obtain and maintain required skills.
  - b. Work nontraditional schedule as required support Patch Management Team assignments.
3. Demonstrates a regular and predictable attendance.
4. Maintains a valid Ohio driver's license.
5. Operates vehicle to troubleshoot software problems at remote work locations.
6. Maintains logs and records for software repairs, modifications and upgrades using provided procedures.
7. Maintains numerous reports associated with applications and systems.
7. Ensures confidentiality of program and report data, as required by law.
8. Operates general office and radio equipment.
9. Assists in inventory and invoicing of department equipment.
10. Provides instructions for proper usage and operation of applications and systems.
11. May be responsible for all aspects of public safety systems both fixed and mobile as assigned.
12. Provide Customer Service - Handles user concerns/issues and provides appropriate solutions and alternatives within the time limits defined by Unit management & follow up to ensure resolution.
13. Troubleshooting and repairing copper and fiber Campus distribution system infrastructure.
14. Install hardware, including connecting blocks, fiber enclosures, racks, backboards, and patch panels.
15. Installing data and voice cables for Enterprise Telephone, Alarm and Surveillance, Network, Weather systems.
16. Performing cable system maintenance and buried facilities locates.

### OTHER DUTIES AND RESPONSIBILITIES:

1. Performs other job-related duties as required by supervisor.

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**KNOWLEDGE, SKILLS AND ABILITIES: (\* indicates developed after employment)**

Knowledge of: Maintaining/creating/updating system diagrams and “as built” diagrams; troubleshooting associated with the implementation/upgrades; tracking and managing issues within defect tracking systems; and system audits.

Ability to: Solve problems utilizing policy and protocol; interpret instructions; maintain accurate records; to function effectively in a fast paced, demanding environment that regularly requires multitasking; work alone and in a team environment; create positive working relationships with customers/applicant users. Must be able to analyze problems accurately and translate the analysis into effective solutions that meet the requirements as set forth in policy.

Ability to: deal with problems involving many variables; work alone; interpret detailed instructions; maintain accurate records; use drawing and documentation applications; interpret and understand schematic drawings and service manuals; operate tools and equipment.

- Ability to: interpret and apply related rules, codes, policies and procedures; install, maintain, and repair a variety of applications; understand and follow oral and written directions; maintain records and prepare reports; establish and maintain cooperative and effective working relationships with others; operate a variety of specialized equipment and tools; communicate effectively both orally and in writing; operate on platforms or trucks when needed; and observe and take safety precautions against occupational hazards.
  - Skills: Configurations - Writing configurations for various purposes.
  - Writing - Communicating effectively in writing as appropriate for the needs of the audience.
    1. Technology Design - Generating or adapting equipment and technology to serve user needs.
    2. Active Listening - Giving full attention to what other people are saying, taking time to understand the points being made, asking questions as appropriate.
    3. Critical Thinking - Using logic and reasoning to identify the strengths and weaknesses of alternative solutions, conclusions, or approaches to problems.
    4. Installation - Analyze equipment, machines, wiring, or programs to meet specifications and adaptability for intended purpose.
    5. Operations Analysis - Analyzing needs and product requirements to create a design and implement the project from design to operation.
    6. Deductive Reasoning - The ability to apply general rules to specific problems to produce answers that make sense.
    7. Oral Comprehension - The ability to listen to and understand information and ideas presented through spoken words and sentences.

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8. Oral Expression - The ability to communicate information and ideas in speaking so others will understand.
9. Written Comprehension - The ability to read and understand information and ideas presented in writing.
10. Occupation Specific Tasks: Confer with users to discuss issues such as access needs, security violations, and programming changes.
11. Generalized Work Activities:
  - a. Interacting with Computers - Using computers and computer systems (including hardware and software) to program, load software, set up functions, enter data, or process information.
  - b. Provide Consultation and Advice to Others - Providing guidance and expert advice to management or other groups on technical, systems, or process-related topics.
  - c. Communicating with Supervisors, Peers, or Subordinates - Providing information to supervisors, co-workers, and subordinates by telephone, in written form, e-mail, or in person.
  - d. Documenting/Recording Information - Entering, transcribing, recording, storing, or maintaining information in written or electronic/magnetic form.
  - e. Making Decisions and Solving Problems - Analyzing information and evaluating results to choose the best solution and solve problems.
  - f. Knowledge of inspection and testing techniques; safety practices and procedures; operation and maintenance of communications systems; equipment utilized in maintaining communication systems; equipment maintenance techniques; operating procedures of related equipment.
  - g. Ability to: deal with problems involving many variables; work alone; interpret detailed instructions; maintain accurate records.

**My signature below signifies that I have reviewed the contents of my position description and that I am aware of the requirements of my position. I further certify that I have reviewed the most current copy of the Warren County Commissioners Personnel Policy Manual.**

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**(Employee's Signature)**

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**(Date)**

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**Date Adopted:**

**Date Revised: February 2024**