

Franklin County Data Center Job Description

Solutions Engineer

ANNUAL SALARY: \$70,786 – 92,022 **Excellent Benefits Package

SUMMARY

The Franklin County Data Center is seeking a qualified Solutions Engineer. This position requires an advanced knowledge of Windows based operating systems and specific core applications associated with the Enterprise Solutions Team. Will provide on-the-job training to other engineers. May lead small to large project teams. May be required to write new or modify existing simple to large solution configurations according to program specifications or supervisory instructions. Will work with user, team leads, and program managers, as required, to determine application specifications and participate in project implementation. Writes program documentation, job documentation and/or manuals to instruct users of programs or applications. Prepares test data and performs program-level and system-level testing. Will provide status updates to Development Manager or Application Director. Will respond to inquiries from users in addition to problem (help desk) calls regarding production programs. May work with vendors and in-house staff for resolution of problems or solution determinations. May be required to execute demonstrations and customer walk-throughs. Must successfully complete a 120 day probationary period

ESSENTIAL DUTIES AND RESPONSIBILITIES

Include the following. Other duties may be assigned

- Management and troubleshooting user access, technical incidents, and application deployment of the SharePoint environment
- Support the configuration, security, operation, integration, governance, and maintenance of the SharePoint environment
- Works with users, team leads, and project managers, as required, to determine core application specifications
- Writes program documentation, job documentation and/or manuals to instruct users of programs or applications
- Prepares test data and performs program-level and system-level testing
- Produces deployment procedures
- Participates in project implementation
- Trains users and coordinates work with production assurance staff
- Conducts meetings to discuss policies and/or procedures; conducts seminars and/or classes for computer programming-related training; assures compliance with county computer standards; maintains professional competence in computer software
- Provides status updates to Development Manager
- Responds to inquiries from users
- Responds to problem (Help Desk) calls regarding production programs
- Works with vendors and in-house staff for resolution of problems or determination of solutions
- Performs research into new or upgraded application software and methodology and recommends use to management
- Performs other duties as assigned

SUPERVISORY RESPONSIBILITIES

Include the following. Other duties may be assigned.

- May be required to council and lead the team and technologies to support
- Not to include disciplinary actions or promotions but may be required to submit information and

recommend team members for disciplinary or promotion

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Have knowledge of core application disciplines assigned to the Enterprise Solutions Team.
- Possess a strong working knowledge of SharePoint.
- Experience with monitoring and capacity planning specifics to SharePoint.
- Proven problem-solving, change management, and technical planning skills.
- Participate in stakeholder meetings and gather necessary information for project purposes.
- Possess the ability to track and manage all aspects of project related items for specific projects within the team.
- Possess the ability to understand and solve requests utilizing business intelligence software.
- Possess the ability to effectively communicate with individuals who have varying degrees of technical knowledge to translate communication requirements into interactive presentations.
- Demonstrate leadership qualities and possess exceptional self-management skills
- Demonstrate excellent verbal and written communication.

EDUCATION and/or EXPERIENCE

- Five years of experience with IT related knowledge focused on the core application disciplines of the Enterprise Solutions Team
- SharePoint administration experience is required
- SharePoint Designer experience is required
- Certification in SharePoint is preferred
- OnBase experience is preferred
- ServiceNow experience is preferred
- Bachelor's degree from four-year college or university; or Associates Degree with courses in computer science, application programming languages, development tools, systems analysis and systems design; or equivalent combination of education and experience.

LANGUAGE SKILLS

- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.

MATHEMATICAL SKILLS

- Ability to work with mathematical concepts such as probability and statistical inference, and fundamentals of plane and solid geometry and trigonometry.
- Ability to apply concepts such as fractions, percentages, ratios, and proportions to practical situations.

REASONING ABILITY

Ability to define problems, collect data, establish facts, and draw valid conclusions.

Ability to interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

PHYSICAL DEMANDS

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Data Center Benefits Summary:

**Medical, Vision, Life, Mental Health, Direct Deposit, Credit Union, Deferred Comp, Retirement,
Sick and Vacation Accrual, Tuition Reimbursement**

Send resume, references, and salary requirements to:

FRANKLIN COUNTY DATA CENTER

Attn: Jessica Wilkins-Bibbs, Director, HR

373 S. High St. 9th Floor Columbus, OH 43215-4599

fcjcjobs@franklincountyohio.gov

EOE

No Fees