

STATE OF OHIO (DAS) CLASSIFICATION SPECIFICATION	CLASSIFICATION SERIES OHLEG Support Specialist	SERIES NUMBER 6413AG
	MAJOR AGENCIES Attorney General only	EFFECTIVE 2/23/2014

SERIES PURPOSE

The purpose of the Ohio Law Enforcement Gateway (OHLEG) Support Specialist occupation is to perform application & computer trouble-shooting (e.g., answers help-desk questions) for agency users.

At the lower level, incumbents perform routine application & computer trouble-shooting related to OHLEG & related systems & receives & distributes information regarding security &/or missing person alerts.

At the higher level, incumbents serve as lead worker over lower level support specialists & independently resolve complex trouble-shooting related to OHLEG & related systems.

CLASS TITLE	CLASS NO.	PAY GRADE	EFFECTIVE
OHLEG Support Specialist 1	64131AG	09 (BU 48)	2/23/2014

CLASS CONCEPT:

The entry level class works under close supervision & requires some knowledge of basic computer operations (i.e., desktop operating systems & applications) & electronics in order to assist internal & external customers with basic diagnostic issues & account maintenance in the Ohio Law Enforcement Gateway (OHLEG) & related systems & receives information from Bureau of Criminal Investigation (BCI) Special Agents & local, state, & federal law enforcement agencies regarding endangered &/or missing children &/or adults & issues alerts & performs related duties.

CLASS TITLE	CLASS NO.	PAY GRADE	EFFECTIVE
OHLEG Support Specialist 2	64132AG	11 (BU 48)	2/23/2014

CLASS CONCEPT:

The full performance level class serves as lead worker over lower level OHLEG Support Specialists & requires considerable knowledge of computer operations in order to independently perform & resolve complex trouble-shooting issues in the OHLEG & related systems & conduct training & testing for system users & vendors.

<u>CLASS TITLE</u>	<u>CLASS NO.</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
OHLEG Support Specialist 1	64131AG	48	2/23/2014	09

JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)

Performs customer service functions & routine trouble-shooting & works with higher level staff to respond & resolve routine help desk problems reported regarding OHLEG, Sex Offender Registry, LEADS, & related systems; collects information from internal & external customers & resets passwords; logs telephone calls & emails received & response in call records system; fields inquiries & answers basic questions regarding applicable Ohio Revised Code statutes; installs &/or upgrades software packages related to OHLEG system within agency & outside law enforcement agencies; reports network administration & related issues to Information Technology Services section for resolution.

Receives information from Bureau of Criminal Investigation (BCI) Special Agents & local, state, & federal law enforcement agencies regarding endangered &/or missing children &/or adults & issues alerts; greets visitors to BCI Communications Center & logs visits; monitors building security issues & contacts General Services section as needs arise.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; criminal justice system*; agency policies & procedures relative to installation & maintenance of personal computers*. Skill in operation, maintenance & installation of personal computers. Ability to deal with problems involving few variables within familiar context; maintain accurate records; gather, collate & classify information about data, people or things; cooperate with co-workers on group projects.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core program in information technology, computer science, criminal justice with specialization in information systems, or related course of study,

-Or 24 mos. trg. or 24 mos. exp. in operations, maintenance & installation of personal computers **OR** criminal justice information systems.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require occasional travel.

<u>CLASS TITLE</u>	<u>CLASS NO.</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
OHLEG Support Specialist 2	64132AG	48	2/23/2014	11

JOB DUTIES IN ORDER OF IMPORTANCE: (THESE DUTIES ARE ILLUSTRATIVE ONLY. INCUMBENTS MAY PERFORM SOME OR ALL OF THESE DUTIES OR OTHER JOB-RELATED DUTIES AS ASSIGNED.)

Serves as lead worker over lower level support specialists & independently performs & resolves complex trouble-shooting issues to respond & resolve complex help desk problems reported regarding OHLEG, Sex Offender Registry, LEADS, & related systems; collects information from internal & external customers & resets passwords & answer inquiries; logs telephone calls & emails received & response in call records system; installs &/or upgrades software packages related to OHLEG system within agency & outside law enforcement agencies.

Conducts training sessions for agency users regarding OHLEG software & related applications; works with vendors to develop enhancements for applications & for resolution of reported problems; conducts user acceptance testing of application enhancements.

MAJOR WORKER CHARACTERISTICS:

Knowledge of computer science or information technology; criminal justice system*; agency policies & procedures relative to installation & maintenance of personal computers*. Skill in operation, maintenance & installation of personal computers. Ability to deal with problems involving few variables within familiar context; maintain accurate records; gather, collate & classify information about data, people or things; cooperate with co-workers on group projects.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of bachelor's core program in information technology, computer science, criminal justice with specialization in information systems, or related course of study; 12 mos. trg. or 12 mos. exp. in operation, maintenance & installation of personal computers **OR** criminal justice information systems.

-Or 36 mos. trg. or 36 mos. exp. in operations, maintenance & installation of personal computers **OR** criminal justice information systems.

-Or 36 mos. exp. as OHLEG Support Specialist 1, 64131AG.

-Or equivalent of Minimum Class Qualifications for Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May require occasional travel.