

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Administrative Support

UNIT OR OFFICE
Information Technology Services

State Agency County Agency New Position Change County of Employment
Franklin

USUAL WORKING TITLE OF POSITION: Programmer Specialist 1 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 4300.0 Information Technology Manager 1

NORMAL WORKING HOURS (Explain unusual or rotating shift): 8:00 a.m. - 5:00 p.m. Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

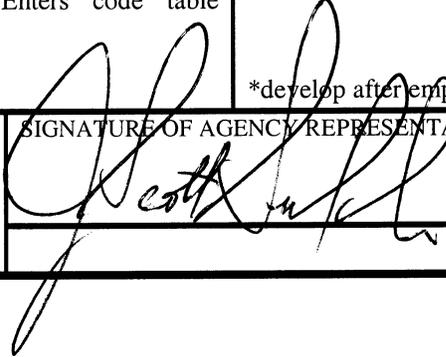
%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	Trains and assists users in the use of the Clear And Visibility Unlimited (CAVU) Licensing software: assists users with all functions including licensing, enforcement, and printing (both individual documents/letters and mass quantities); conducts training sessions in a classroom environment and specialized one-on-one sessions at the user's office; writes instructional documentation for utilizing the various modules of the CAVU Licensing software including: Licensing, Enforcement, Continuing Education, Exams; troubleshoots and assists users in resolving desktop software and hardware issues (Macintosh and PC platform issues, IE settings for display, printing issues; office automation software, etc.); compare and document differences/issues/problems of the different hardware being used to access the CAVU Licensing system; researches issues to discover and implement resolution.	Knowledge of (1)computer science, or electronic data processing; (2) CAVU software; (3)State Boards and Commissions processes and procedures*(4)desktop hardware (e.g., personal computer, monitor, keyboard, CD-Rom); (5)relational databases & data relationships (e.g., Microsoft Access and SQL); (6)web browsers (e.g., Internet Explorer, Netscape); (7) Macromedia Dreamweaver and Adobe Acrobat software; (8) HTML coding. Skill in (9) Macintosh and Microsoft Windows operating systems and office automation tools (e.g., Word, Excel); (10) technical writing; (11) training groups and individuals. Ability to (12) deal with a variety of variables in somewhat unfamiliar context; (13) define problems, collect data, establish facts, draw valid conclusions & initiate solutions; (14) maintain accurate records; (15) understand manuals & verbal instructions, technical in nature; (16) prepare meaningful, concise & accurate reports; (17) cooperate with co-workers on group projects; (18) recognize unusual system/data conditions & take appropriate action; (19) interview customers and assess needs (20) innovate and think creatively to propose alternative solutions; (21) communicate effectively in speech and writing.
20	Designs and sets up forms, documents, letters, reports and SQL download queries: modifies existing forms, documents, letters, reports and queries; assists users downloading query data to Excel format and/or used in Mail Merge processes; enters and changes CAVU security access when required; resolves setup and security issues; compiles and enters setup data for processing when changes/updates are required. Enters code table information needed for validation of data.	Knowledge of (1), (2), (3), (4), (5), (6). Skill in (9), (10). Ability to (12), (13), (14), (15), (16), (17), (18), (19), (20), (21)

*develop after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



3/24/05

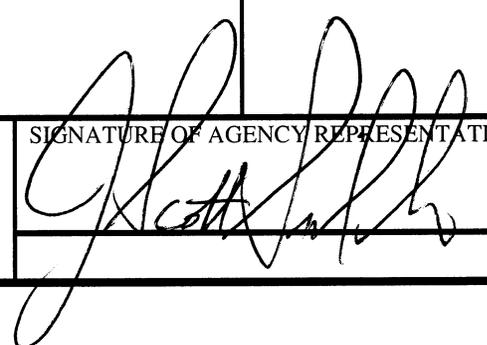
POSITION CONTROL NUMBER
4206.0

CLASS TITLE
Programmer Specialist 1

CLASS NUMBER
64141

APD 3-24-05 JME

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	<h2 style="margin:0;">OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</h2>	AGENCY Department of Administrative Services
		DIVISION OR INSTITUTION Administrative Support
		UNIT OR OFFICE Information Technology Services

POSITION CONTROL NUMBER 4206.0	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change		County of Employment Franklin	
	USUAL WORKING TITLE OF POSITION Programmer Specialist 1	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 4300.0 Information Technology Manager 1		
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 p.m.			Page 2 of 2
	JOB DESCRIPTION AND WORKER CHARACTERISTICS			
	%	Job Duties in Order of Importance	Minimum Acceptable Characteristics	
	15	Tests and/or modifies CAVU Licensing software and its updates. Documents and tracks CAVU operational issues and their resolutions. Follows up on outstanding issues when required. Reviews output to ensure program accuracy and completeness. Works with OIT database analysts, system engineers and other technology professionals to resolve operational issues, plus to maintain system and data integrity.	Knowledge of (1), (2), (3), (4), (5), (6), (7), (8). Skill in (9), (10). Ability to (12), (13), (14), (15), (16), (17), (18), (19), (20), (21)	
	5	Attends seminars &/or classes for training in data communications, telecommunications services &/or network administration. Performs other duties as assigned by superior ITS Manager.	Knowledge of (1), (4), (5),(6), (7), (8). Skill in (9), Ability to (15),(21) Position Specific Minimum Qualifications: 6 months experience or training CAVU Licensing software 6 months experience with MAC and PC equipment and software 3 months Microsoft SQL query experience	
CLASS TITLE Programmer Specialist 1	List Position Numbers and Class Titles of Positions Directly Supervised:			
CLASS NUMBER 64141	SIGNATURE OF AGENCY REPRESENTATIVE 		DATE 3/24/05	