100-100U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Administrative Support Division

UNIT OR OFFICE
Information Technology Services

POSITION CONTROL NUMBER
4431.0

CLASS TITLE
Network Administrator 1

CLASS NUMBER
67131

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Network Administrator 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
4420.0 Network Administrator Supervisor

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
75	Under supervision of the Department of Administrative Services (DAS) Information Technology Services (ITS) Desktop Support Manager, receives work objectives and guidance from senior Desktop Support Technicians to provide Personal Computer (PC) and peripheral help desk support at user-site or off-site locations on rotational basis: serves as initial contact for DAS ITS customers; interviews customers to determine nature & extent of issue; documents issues utilizing the ITS trouble ticket system at applicable sites; monitors and maintains local area network (LAN) PC connectivity; resolves issues or seeks assistance from senior network administrators to achieve resolution; documents and communicates problem resolutions with upper level network administrators involved in maintaining network; diagnoses common network hardware problems (e.g. related to PC cabling and PC equipment failure); analyses, researches and resolves simple PC hardware & software problems (connectivity, configuration; loads software applications; troubleshoots, configures and fixes personal computers; disassembles and replaces internal parts; resolves software and peripheral issues); requests password resets and user account changes based on established protocols; coordinates PC software upgrades; documents and maintains current software and peripheral equipment inventory. researches & refers to technical documentation to assist higher-level information technology professionals in developing plans for installation, monitoring &/or maintaining, upgrade &/or removal of PC equipment &/or services; learns to review site documentation provided by state staff and vendors required for PC support & equipment; monitors PC connectivity to ensure data accessibility; ensures all circuits are in working order; runs simple network diagnostics; communicates network, LAN &/or WAN problems to senior network administrators; implements approved DAS ITS security policies relating to PCs.	Knowledge of (1) computer science, electronics, electronic data processing or related field; (2) microcomputer networking; (3) troubleshooting; (4) installation, repair & maintenance of personal computers &/or electronic data processing equipment; (5) customer relations; (6) inventory control; (7) agency purchasing/billing procedures.* Skill in (8) operation of personal computer & peripheral equipment & keyboard operations; (9) use of electronic testing equipment (e.g., cable analyzer, voltmeter)* & hand tools; Ability to (10) comprehend extensive variety of technical material; (11) define problems, collect data, establish facts & resolve technical problems; (12) cooperate with co-workers on team projects.

*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE
2/17/05

APD 2-28-05

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4420.0 Network Administrator Supervisor

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Performs all necessary tasks to process new computer equipment & remove & replace other computer equipment (e.g., monitors, central processing units, keyboards): pulls, pushes, lifts or otherwise moves computer equipment; unpacks new computer equipment from cartons (e.g., loads cartons on cart & moves boxes to install location &/or loads cartons on cart & moves to processing area); installs computer equipment (e.g., lifts out of box & places on workstation; connects all cables); installs & configures application software & operating system; troubleshoots problems, updates software and hardware inventory.	Knowledge of 1, 2, 3, 4, 5, 6, 7* Skill in 8, 9 Ability to 10, 11, 12, (13) demonstrate strength to move (e.g., push pull or otherwise move) objects weighing up to fifty pounds from one location to another.
5	Attends seminars &/or classes for training in PC operating systems, hardware troubleshooting and support, network protocols, etc. as assigned by supervisor. Performs other duties as assigned by ITS Desktop Support Manager.	Knowledge of 1, 2, 3, 4, 5, 6, 7* Skill in 8, 9 Ability to 10, 11, 12, 13

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE
2/17/08