

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Administrative Support Division

UNIT OR OFFICE
IT Services

POSITION NUMBER
20005462 (4206.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Programmer Specialist

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005465 (4300.0) Information Technology Manager 1

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

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	<p>Modifies &/or tests Clear And Visibility Unlimited (CAVU) Licensing software for Department of Administrative Services (DAS), users: assists users with all functions including licensing, enforcement, & printing (both individual documents/letters & mass quantities); conducts training sessions in a classroom environment & one-on-one sessions; writes instructional documentation for utilizing the various modules of CAVU Licensing software (e.g., Licensing, Enforcement, Continuing Education, Exams); troubleshoots & assists users in resolving desktop software & hardware issues (MacIntosh & PC platform issues, IE settings for display, printing issues); compare & document differences/issues/problems of the different hardware being used to access CAVU Licensing system; researches issues to discover & implement resolution.</p>	<p>Knowledge of (1) computer science, or electronic data processing; (2) CAVU software; (3) State Boards & Commissions processes and procedures* (4) desktop hardware (e.g., personal computer, monitor, keyboard, CD-Rom); (5) relational databases & data relationships (e.g., Microsoft Access & 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.</p> <p>*developed after employment</p>

JOB CODE TITLE
Programmer Specialist 1

JOB CODE
64141

List Position Numbers and Job Codes of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

9/17/07

ADD 9-20-07 (handwritten)

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
General Services Division

UNIT OR OFFICE

POSITION NUMBER
20005462 (4206.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Programmer Specialist

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005465 (4300.0) Information Technology Manager 1

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

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Designs & sets up forms, documents, letters, reports & SQL download queries: modifies existing forms, documents, letters, reports & queries; assists users downloading query data to Excel format &/or used in mail merge processes; enters & changes CAVU security access when required; resolves setup & security issues; compiles & 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.
15	Tests &/or modifies CAVU Licensing software & its updates: documents & tracks CAVU operational issues & resolutions; follows up on outstanding issues when required; reviews output to ensure program accuracy & completeness; works with OIT database analysts, system engineers & other technology professionals to resolve operational issues, plus to maintain system & 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 training classes (e.g., 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.

*develop after employment

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Programmer Specialist 1

JOB CODE
64141

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DATE

9/17/07

ADD 9-20-07 UFG