

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
20005478

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Administrative Staff

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005453 Data System Administrator

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. (Subject to non-standard work week) Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
55	<p>Analyzes, designs, implements & administers the Department of Administrative Services (DAS) LAN as part of the infrastructure team: creates & maintains user environments (e.g., develops standard desktop operating systems; configures desktop images; writes logon scripts to configure desktops, install software, map drives, log inventory & software; analyzes user needs); reviews existing functions; determines feasibility & requirements; evaluates software/hardware products; determines hardware configurations, peripheral equipment, modem communications, memory storage, & network topology; recommends options for implementation including cost/benefit; writes system documentation; assists with installation & testing of computer systems; installs network & workstation hardware (e.g., network cards, processors, monitors, cabling, transceivers, & modems); tests, installs, configures & maintains network, application & workstation software; maintains physical links; administers client server, multi-media & network management technologies; designs, implements & maintains naming conventions; determines methods for disaster recovery to maintain data integrity; implements & maintains remote LAN nodes; creates & maintains network maps; establishes network directory structures; maintains printer queues & print servers; backs up network files; retrieves user files using established procedures; accesses confidential, grievance & disciplinary data maintained by the Office of Collective Bargaining (OCB); supervises lower-level staff (e.g., assigns work, approves leave, completes employee performance evaluations; initiates discipline).</p>	<p>Knowledge of (1) agency policies & procedures * (e.g., MIS, ITS, & Telecommunications); (2) electronic data processing systems (e.g., microcomputers; PC & server platforms; (3) Local Area Networks (e.g., current Windows operating systems); (4) desktop applications (e.g., PowerPoint*, Access); (5) email applications (e.g. Outlook Exchange.); (6) web browser (e.g., Internet Explorer, Netscape); (7) supervisory principles & techniques; (8) employee training & development; Skill in (9) operation of personal computer and related software (e.g., Microsoft Word, Excel); (10) installation & maintenance of desktop support tools (e.g., virus protection, image loads, recovery capabilities); (11) installation of desktop hardware (e.g., personal computer, monitor, keyboard, CD-rom, diskette reader); (12) server support (e.g., software distribution, virus protection, recovery software). Ability to (13) define problems, (14) collect data, (15) establish facts & draw valid conclusions; (16) convert abstract concepts & requirements into automated technology; (17) document tasks performed; (18) cooperate with co-workers on group projects; (19) exhibit customer service skills.</p> <p>* developed after employment</p>

List Position Numbers and Job Codes of Positions Directly Supervised:

PN 20005491 Minicomputer Operations Technician
 PN 20074146 Network Administrator I
 PN 20074147 Network Administrator I
 PN 20005492 College Intern

SIGNATURE OF AGENCY REPRESENTATIVE



DATE
3/12/08

JOB CODE TITLE
Administrative Staff

JOB CODE
99580

ADD 3-13-08 (P. 2)

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Administrative Support Division

UNIT OR OFFICE
IT Services

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Administrative Staff

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005453 Data System Administrator

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. (Subject to non-standard work week)

Page 2 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Acts as secondary support for administration of the DAS firewall: monitoring network traffic; identification of network bottlenecks; establishing virtual LANs as required; administration of IP ranges and IP addressing; administration of Dynamic Host Configuration Protocol (DHCP) Windows Internet Naming Service (WINS) servers & services; subnet administration; WAN & router representative to Office of Information Technology (OIT) & other external offices; designing, implementing & maintaining security features .	Knowledge of 1*, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10, 11, 12. Ability to 13, 14, 15, 16, 17, 18, 19.
10	Responds to requests for technical & non-technical computer assistance from peers & clients: troubleshoots software, network, server & workstation issues; assists in use of software applications; assists in resolving software or hardware problems; troubleshoots user station problems & local area network issues; diagnoses common network hardware problems (e.g., cabling; hubs; workstation equipment failures); analyzes network problems (e.g., ongoing software issues; evaluates hardware/software implementation); reviews hardware/software implementation requirements); documents & communicates problem resolutions with other network administrators & computer personnel involved in maintaining network; installs upgrades, patches, & new software to desktop & server equipment; provides technical assistance to lower-level technical staff for troubleshooting of network, workstations & other devices to resolve complex or recurrent problems.	Knowledge of 1*, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10, 11, 12. Ability to 13, 14, 15, 16, 17, 18, 19.
5	Reviews technical computer manuals for both hardware & software: reviews & evaluates hardware & software products; provides comparison of options; makes purchase recommendations; assists with short term & long range plans; assists with budgeting for network & workstation operations.	Knowledge of 1*, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10, 11, 12. Ability to 13, 14, 15, 16, 17, 18, 19.
5	Performs other technical & analytical duties as required by Data System Administrator: attends seminars &/or classes to remain current in knowledge of hardware & software technology; creates procedures & standards as part of the IT Services team; coordinates hardware & software installation with other technical resources within DAS. Position is in unclassified service per section 4117.10(D) of the Ohio Revised Code & is overtime exempt.	Knowledge of 1*, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10, 11, 12. Ability to 13, 14, 15, 16, 17, 18, 19.

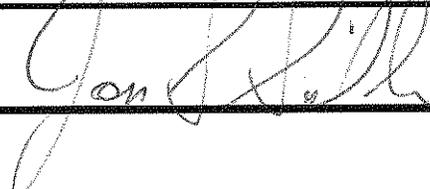
*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

- PN 20005491 Minicomputer Operations Technician
- PN 20074146 Network Administrator I
- PN 20074147 Network Administrator I
- PN 20005492 College Intern

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



3/12/08

POSITION NUMBER
20005478

JOB CODE TITLE
Administrative Staff

JOB CODE
99580

APD 3-13-08 40