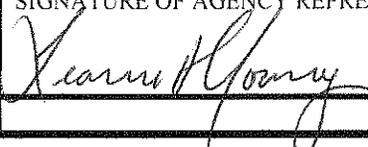


<h1>POSITION DESCRIPTION</h1>	<h2>OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</h2>	AGENCY Department of Administrative Services
		DIVISION OR INSTITUTION Administrative Support Division
		UNIT OR OFFICE Information Technology Services

POSITION NUMBER 20005493	<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 Minicomputer Operations Technician	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20005482 Network Administrator Supervisor	
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 p.m.		Page 1 of 1
	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) Administrative Staff Manager, receives work objectives & guidance from senior Desktop Support Technicians to provide personal computer (PC) & 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; resolves issues or seeks assistance from senior technicians to achieve resolution; analyses, researches & resolves simple computer hardware & software problems (configuration; password resets, loading software applications, troubleshoots, unpacks, sets up, configures & fixes personal computers; disassembles & replaces internal parts; resolves software & peripheral issues); documents & maintains current PC, software & 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 personal computer equipment &/or services; learns to review site documentation provided by state staff & 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 security policies.	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.	
	20 Performs all necessary tasks to process new computer equipment & remove & replace other computer equipment (e.g., monitors, central processing units, keyboards): researches & resolves simple computer hardware & software problems (e.g., lifts computer equipment out of box & places on workstation; connects all cables; disassembles & replaces internal parts); installs & configures application software & operating system; troubleshoots problems, updates inventory.	Knowledge of 1, 2, 3, 4, 5, 6, 7* Skill in 8, 9 Ability to 10, 11, 12, (13) lift up to 20 pounds of computer equipment occasionally; (14) move limbs/fingers easily to perform manual functions repeatedly.	
	5 Performs other related duties as assigned by ITS Desktop Support Manager: attends seminars &/or classes for training in data communications/telecommunications services &/or network administration. Position is unclassified per ORC 124.11(A)(9).	Knowledge of 1, 2, 3, 4, 5, 6, 7* Skill in 8, 9 Ability to 10, 11, 12 *developed after employment	
JOB CODE 64181	List Position Numbers & Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	
		DATE 8/28/08	

AD 2-26-08