

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Enterprise Shared Services

POSITION NUMBER
20006333 (41505.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
ESS Operations Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006329 (41500.0) Data Systems Administrator

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	<p>Utilizes high-level & complex computer programming, analysis & design techniques to perform project management functions on behalf of the Enterprise Shared Services (ESS) Data System Administrator & management to manage multiple &/or sensitive projects: supervises Operations Team systems analysts involved in analyzing business needs of customers to support the Ohio Business Gateway (OBG)(e.g., web hosting services, web based architecture, e-government, e-commerce, government to government, government to business & government to citizen activities); provides direct management of operations (e.g., assigns & prioritizes work, reviews system documentation & test results, monitors work progress, orients & trains new staff, assists staff in resolving difficult system problems, answers technical questions, interviews applicants, recommends hiring new employees, evaluates staff performance)for enterprise systems & services; directs staff in resolving difficult problems by providing technical assistance (e.g., receives user requests & assigns &/or reviews work, oversees preparation of system & user documentation, enforces compliance with system design standards & recommends change in unit/section procedures &/or standards); instructs & trains users in operation & procedures for new electronic commerce systems; develops, implements & enforces unit policies, procedures & standards; assists with management of contractors selected to work on ESS projects; establishes program goals & objectives & establishes performance measures to ensure compliance; provides individual & team project management of systems design &/or development for complex &/or specialized web applications or programs that are server based.</p>	<p>Knowledge of (1) project management; (2) employee training & development; (3) supervisory techniques; (4) public relations; (5) agency/division policies & procedures*; (6) interviewing; (7) electronic data processing (e.g., mainframe, client server & web enterprise-wide applications); (8) computer science; (9) systems analysis & design; (10) fiscal operations/budgeting; (11) customer relations management; (12) meeting management techniques.</p> <p>Skill in (13) use of complex languages, databases & technologies (e.g., Internet Information Systems; Windows, HTML, VBScript, JavaScript, XML, SQL, ODBC, Oracle, ADO, .Net, DotNet Nuke, VisualStudio); (14) use of personal computer & associated hardware/software;</p> <p>Ability to (15) deal with many variables & determine specific action; (16) read & interpret extensive variety of technical information systems material; (17) communicate effectively with agency representatives, large & small audiences on technical & non-technical issues; (18) interpret complex technical documents & position papers; (19) write status reports & policy documents; (20) effectively resolve service level issues with other agencies.</p> <p>*developed after employment</p>

JOB CODE TITLE
Information Technology Manager 2

JOB CODE
64133

List Position Numbers and Class Titles of Positions Directly Supervised:

20006349 (41536.0) SA 2	20006352 (41539.0) SA 2
20006350 (41537.0) SA 2	20006357 (41566.0) ITC 3
20006351 (41538.0) SA 2	

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

7/19/06

Copied 7-22-08 CB

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

POSITION NUMBER 20006333 (41505.0)	<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 ESS Operations Manager	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006329 (41500.0) Data Systems Administrator
	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
30	Serves as a project manager for complex &/or specialized application projects for the ESS section: works with outside vendors for design & development; consults with customers during system design to ensure accurate & stable functional & technical requirements & during implementation to ensure that completed systems address customer needs; works closely with others to ensure complete testing of all applications to minimize system downtime & performance issues; reviews project plans & progress; monitors application development; provides strategic recommendations that offer electronic solutions for ESS customer agencies; tests & evaluates new products & makes recommendations on their use; prepares & presents information on strategic & tactical products; analyzes & designs large, complex electronic business computer systems (e.g., n-tier, customer facing web-based applications in a 24X7 production environment) for State of Ohio web portal; uses complex software & technologies (e.g., Internet Information Systems, Windows, HTML, VBScript, JavaScript, XML, SQL, ODBC, Oracle, ADO, .Net, DotNet Nuke, VBStudio); analyzes system monitoring operation reports including web usage, web trends, event logs, IIS logs, & Net IQ reports.	Knowledge of 1, 3, 4, 5*, 7, 8, 9, 10, Skill in 13, 14 Ability to 15, 16, 17, 18, 19, 20
10	Performs other related duties as assigned: monitors financial performance & identifies & implements strategies to reduce costs & improve quality of services; develops, manages, measures & reports on key service-level metrics; performs end-user satisfaction surveys (e.g., transactional, periodic) & develops action plans to address areas needing improvement; represents ESS at conferences, on technical committees & at meetings with other government or agency officials.	Knowledge of 1, 4, 5*, 10, 12 Skill in 13, 14 Ability to 15, 16, 17, 18, 19, 20
This position is overtime exempt & works as an essential employee.		*developed after employment

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JOB CODE 64133	List Position Numbers and Class Titles of Positions Directly Supervised: 20006349 (41536.0) SA 2 20006352 (41539.0) SA 2 20006350 (41537.0) SA 2 20006357 (41566.0) ITC 3 20006351 (41538.0) SA 2	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 7/13/08
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