

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
20006348 (41534.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
IT Consultant 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006339 (41516.0) Information Technology Manager 2

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB CODE TITLE
Information Technology Consultant 2

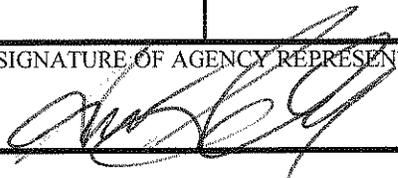
JOB CODE
64162
Apd 4-29-09 CB

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	<p>Under general direction of Enterprise Shared Services (ESS) operations management administers & supports the Office of Information Technology's (OIT) Cognos environment: installs, configures, upgrades, monitors, debugs, & maintains OIT's Cognos development, test & production application software in Microsoft environment (e.g., Windows Server, Internet Information Server, SQL Server); monitors performance & capacity of Cognos environment; performs Cognos error message & log analysis; supports Customer Supported deployments; exports & imports from test to production environment while maintaining existing security in production environment; creates & maintains accounts in the Sun One LDAP using Access Manager & other authentication sources; installs, configures, & maintains Customer Service Provider (CSP) authentication Cognos security source application; collaborates with customers & team members to resolve technical & functional Cognos issues; coordinates Cognos supported data connections & customer report database servers between the customers & network groups involved; provides technical tier support for Cognos tickets logged with the OIT Help Desk.</p>	<p>Knowledge of (1) information technology; (2) administering Cognos environments; (3) Sun One LDAP; (4) Access Manager; (5) CSP Authentication; (6) Microsoft server environments (e.g. Windows Server, Internet Information Server, SQL Server) (7) development, test and production environments (8) operating systems & servers (e.g. Windows Server); Skill in (9) operation of personal computer and related peripherals; Ability to (10) define problems, collect data, establish facts and draw valid conclusions; (11) interpret complex technical documents and position papers; (12) translates customer requirements into internal action plans; (13) communicate verbally on technical & non-technical issues to large & small audiences; (14) write complex position papers, status reports & policy documents; (15) effectively resolve service level issues with other agencies; (16) deal with many variables & develop a specific course of action; (17) originate status reports & customer profile reports.</p>
25	<p>Administers & supports OIT's SharePoint environments [e.g., Microsoft Office SharePoint Server (MOSS) & Windows SharePoint Server (WSS)]: installs, configures, monitors, debugs & maintains production test & development environments; configures SharePoint server farm (e.g., MOSS, SQL Server, Windows Server, Internet Information Server); activates services when needed & creates new SharePoint portals for customers; monitors performance and capacity of SharePoint environment; administers & supports custom applications built in SharePoint foundation such as Microsoft Project Server & Microsoft Project Portfolio environment; coordinates</p>	<p>Knowledge of 1, 6, 7, 8, (18) administering SharePoint environments (e.g., Microsoft Office SharePoint Server & Windows SharePoint Server); (19) SharePoint server farm (e.g., MOSS, SQL Server, Internet Information Server); (20) SSL Certificates Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17.</p>

List Position Numbers & Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4/29/09

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Information Technology Consultant 2
Appd 4-29-09 CB

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	reation of Secure Socket Layer (SSL) certificates; adds initial security for the intended owners of new SharePoint sites; works with Active Directory administrators to keep SharePoint profiles current & updated; provides support for customers when problems occur; uses external tools such as Admin Report Kit for SharePoint (ARKSP) to manage configurations and to create usage reports; provides technical tier support for SharePoint & Project Server tickets logged with the OIT Help Desk; responds to issues 24 hrs/day, 7 days/week which may require overtime, call back or standby; may be required to carry cell phone or wear pager.	
10	Provides support for Microsoft Identity Lifecycle Management: provisioning & de-provisioning of account & identity information across systems & platforms; aggregates identity data & maps multiple identity data parts; administers Meta directory and synchronization of identity information across a wide variety of heterogeneous directories and non-directory identity stores.	Knowledge of 1, 6, 7, 8, (21) user identity and access management Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17.
5	Serves as backup administrator for Momentum Software: upgrades software, creates new customer accounts and new customer profiles for the transfer of data; maintains the website for customers connecting to the Momentums Secure Mailbox website including municipalities participating in the Muni-Tax application within the Ohio Business Gateway (OBG) which use Momentum websites to obtain daily activity reports and transfer payment to banking institutions; maintains and configures Double-Take to keep an up-to-date data backup of the production environment; configures and maintains software supporting the Momentum product suite including SQL Server, Secure FTP server, and IIS Server; performs other related duties as required.	Knowledge of 1, 6, 7, 8, (22) Momentum Software Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17. Position Specific Minimum Qualifications: 24 mos. exp. administering Cognos environments (e.g. Access Manager, Sun One LDAP, Custom Service Provider Authentication); 24 mos. exp. with SQL Server & Windows Server.

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