

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Unified Network - MARCS

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Data Systems Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006359 Data Systems Administrator

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7

Page of 1 of 3

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	<p>Manages & directs activities affecting implementation & operational management of Multi-Agency Radio Communication System (MARCS) public safety & law enforcement wireless mobile data software & hardware solutions: provides information about system hardware & software; provides operating support during development, testing & maintenance of system; receives & assists with facilitation of training in operation of systems; reviews & accepts system prior to implementation; evaluates resources (e.g., people, hardware, software) required by project team for developing, installing, operating & maintaining systems; coordinates project with other simultaneous projects (e.g., consideration of delivery & transition strategy, scheduling of projects, capacity planning); ensures that system is operable, maintainable & compatible with installation standards; provides regular status reports to customers & internal management; strategic & tactical management; manages projects related to public safety/law enforcement wireless radio communication systems; utilizes project tracking database management tools; responds to system problems & outages 24 hours/day, 7 days/week which may require overtime or call back; may be required to carry cell phone &/or wear pager.</p>	<p>Knowledge of (1) project management including projects related to public safety/law enforcement wireless radio communication systems, strategic & tactical management; (2) computer systems analysis & design; (3) data processing, network, programming, and database concepts; (4) application infrastructure systems (e.g., message switch, computer aided dispatch, customer service processing, MARCSNet*, private Motorola wireless voice & data); (5) enterprise information technology architecture; (6) FCC & FAA regulations; (7) agency policies & procedures*; (8) public safety/law enforcement operations/procedures; (9) wireless mobile data software & hardware solutions (e.g., within public safety &/or law enforcement agencies) Skill in (10) use of personal computer & associated hardware/software (e.g., MS Office, SQL databases); Ability to (11) organize, progress & maintain tasks within finite timeframes; (12) comprehend & communicate complex technical information, strategic public policy issues, programs & projects in writing & through prepared presentations to government officials at all levels; (13) use proper research methods in gathering data; (14) define problems, collect data, establish facts & draw valid conclusions; (15) process data from multi-media sources & compile into useable formats; (16) prepare</p> <p>*developed after employment</p>

POSITION NUMBER
20006361

JOB CODE TITLE
Data Systems Manager

JOB CODE
64131

List Position Numbers and Class Titles of Positions Directly Supervised:

20006366 DBA5	20006367 TSA 3
20006365 NST 5	20006379 TSA2
20006398 NtwrkAdmSpvr	20006395 NST 4

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

8-29-07

Appl 9-13-07 CB

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Manages & monitors change control program to document changes in production computer operations (e.g., policies & procedures, tracking/auditing systems) & ensure availability of documented technical knowledge: ensures adherence to change control processes by internal & external personnel; documents changes; assists with documenting & cataloging proposed changes; recognizes & identifies potential areas where existing policies & procedures require change or where new ones need to be developed based on proposed changes to technical infrastructure.	meaningful, concise & accurate reports, bulletins & position papers regarding wireless radio communications systems & other related subjects; (17) respond to system problems & outages on 24X7 basis. Knowledge of 1, 2, 3, 4, 5, 6, 7*, 8, 9, 17, (18) industry change control processes & tracking systems; (19) enterprise business impact analysis assessment; Skill in 10 Ability to 12, 13, 14, 16, 17
20	Creates & manages Service Level Agreements (SLAs) between Office of Information Technology (OIT) & customers: strategically aligns internal/external resources to stay compliant with service level commitments; monitors & assists with SLA report generation (e.g., application systems integration); maps business requirements to technology resources for meeting SLA; builds & provides presentations for customers & OIT management on SLA status; provides input on retooling of existing process for increased efficiency; acts as ambassador to customers; addresses technological concerns or questions about SLA; trains & educates internal technology staff for best practices in reaching & keeping SLA commitments.	Knowledge of 1, 2, 3, 4, 5, 6, 7*, 8, 9 Skill in 10 Ability to 11, 12, 13, 14, 15, 16, 17, (20) negotiate, interpret, & manage (e.g., map resources to SLA requirements, track & capture deficiencies) service level agreements
25	Directly supervises team of information technologists dedicated to customer service for system & application integrations: provides hands-on organizational & leadership skills for team to address customer service requests; tracks all outstanding customer service requests; creates reports & provides monthly individual sessions with team members covering outlined goals; prepares employee performance evaluations & approves leave.	Knowledge of 1, 2, 3, 4, 5, 6, 7*, 9, (21) supervision techniques (e.g., directing team activities & resource allocation); Skill in 10; Ability to 11, 12, 13, 14, 17, (22) mentor, coach &/or teach technologists complex processes; (23) plan, monitor & act upon operational activities.

*developed after employment

Apd 9-18-07 CB

JOB CODE TITLE
Data Systems Manager

JOB CODE
64131

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- | | |
|-----------------------|----------------|
| 20006366 DBA5 | 20006367 TSA 3 |
| 20006365 NST 5 | 20006379 TSA2 |
| 20006398 NtwrkAdmSpvr | 20006395 NST 4 |

SIGNATURE OF AGENCY REPRESENTATIVE

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
10	<p>Manages enterprise security (e.g., physical & electronic security) for MARCS Program Office: attends regular meetings; monitors internal systems (e.g., anti-virus, patch management, directory services) & ensures they remain secure; tracks vulnerabilities & provides expert advice/guidance via monthly reports; oversees implementation & documentation of information security policies & procedures identified by the MARCS Information Security Committee; performs information security risk assessments & serves as internal auditor for information security processes; ensures preparation & maintenance of disaster recovery & business continuity plans for information systems to ensure business risks are addressed within appropriate recovery timeframes; reviews all system-related information security plans throughout the MARCS network & acts as liaison to external sources.</p> <p>Must submit to & pass personal background investigation & works as essential employee.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7*, 8, 9 Skill in 10 Ability to 11, 12, 13, 14, 15, 16, 17, (23) interpret release of security fixes; (24) anticipate security vulnerabilities/threats; (25) quickly act & triage security incidents; (26) track & monitor potential threats.</p> <p>*developed after employment</p>

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8-29-07

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