

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Unified Network/ MARCS

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Operations Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006359 (41600.0) 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 | <p>Manages overall activities of Multi-Agency Radio Communication System (MARCS) Program Office including policy concepts, design, development, implementation & monitoring; serves as specific point of contact for all suppliers of goods & services for MARCS including consultants & contractors; provides ongoing daily direction to all MARCS staff; supervises subordinate personnel (e.g., office support staff, network operations technical staff, & remote communications sites technical staff (i.e., tower sites); provides work load assignment & priorities; assists in hiring process of new personnel; evaluates subordinates; meets with & directs contracted technical staff to ensure effective & efficient utilization of services; recruits candidates as necessary; monitors scheduling of 24X7 control room technical staff for efficiency & effectiveness; provides realistic job previews for potential new hires; trains & orients new hires; participates in long-range planning for statewide voice & data network resources & programs; serves as primary liaison for program to all Office of Information Technology (OIT) support sections; acts for administrator regarding strategic MARCS related issues during absences.</p> | <p>Knowledge of (1) telecommunications network systems; (2) microwave technology; (3) supervision; (4) business management; (5) human relations; (6) agency policies & procedures*; (7) budgeting; (8) interpersonal communications techniques; Skill in (9) operation of personal computer & associated systems software (e.g., Microsoft Access*, Word, Excel, Powerpoint*, Project*, Publisher*, Visio*, Adobe Photoshop*); Ability to (10) define problems, collect data, establish facts & draw valid conclusions; (11) comprehend variety of technical materials & manuals; (12) communicate regarding technical & non-technical matters; (13) respond to system issues on 24X7 basis; (14) handle sensitive inquiries from & contacts with officials & general public; (15) resolve complaints from angry citizens & government officials; (16) comprehend & record figures accurately.</p> |
| 15 | <p>Provides high-level expertise on current & future MARCS services, both internal to Office of Information Technology (OIT) & to other high-ranking governmental officials; meets with officials as needed to resolve current issues & plan future initiatives; provides high-level technical review of existing & future technological initiatives to ensure strategic currency, & to delegate assignments to appropriate internal staff as needed; meets with primary MARCS customers on an ongoing basis to ensure open communication & customer satisfaction.</p> | <p>Knowledge of 1, 2, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16</p> |

*developed after employment

POSITION NUMBER
20006380 (41654.0)

JOB CODE TITLE
Telecommunications Network Manager I

JOB CODE
52487
Open 9-8-08 CB

List Position Numbers and Class Titles of Positions Directly Supervised:

- 20006369 Admin Assist 4 20006381 Telecom Sys Anl 3
- 20006371 Admin Assist 3 20006382 Telecom Sys Anl 3
- 20006372 Telecom Ntwrk Spvr 20006383 College Intern

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Handwritten Signature]
5/22/08

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|---|---|---|
| <h1 style="margin:0;">POSITION DESCRIPTION</h1> | <h2 style="margin:0;">OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</h2> | AGENCY Department of Administrative Services |
| | DIVISION OR INSTITUTION Office of Information Technology | |
| | UNIT OR OFFICE ISD/Unified Network/ MARCS | |

| | | |
|---|--|----------------------------------|
| POSITION NUMBER 20006380 (41654.0) | <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 Operations Manager | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006359 (41600.0) 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 | Manages ongoing duties incumbent with 203 Geographically Dispersed Radio Tower Sites including leasing, purchasing, maintenance, repair & replacement: ensures ongoing compliance with all local, state & federal regulations (e.g., FAA & FCC compliance); serves as program contact, coordinator & controller of contracted services ensuring 24/7 optimized performance on towers; provides supervision & management of internal MARCS tower monitoring, maintenance & repair staff; serves as secondary point of contact for Program's required involvement with the FCC-mandated "Nextel Rebanding Initiative", which requires ongoing monitoring, managing & implementation of a \$15 million, 2-year project to gain required compliance. | Knowledge of 1, 2, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16 |
| 15 | Manages section fiscal activities: works very closely with the Service Delivery Division Business Office to develop monitor, & administer MARCS operating budget & implement ongoing capital improvement initiatives; reviews recalculates & establishes new service rates. | Knowledge of 1, 2, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16 |
| 10 | Serves as MARCS statewide Public Relations Manager: works closely with OIT public relations & legislative liaison personnel to ensure timely, complete & accurate dissemination of program facts to all levels of government (e.g., state, county, township, municipal); researches & responds to requests for information, public records requests, & other inquiries; actively pursues additional subscriber base from all levels of state, local & federal government; performs other related duties as required. | Knowledge of 1, 2, 4, 5, 6, 7, 8 Skill in 9 Ability to 10, 11, 12, 13, 14, 15, 16 |
| Must submit to & pass personal background check & is overtime exempt. *developed after employment | | |

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|-------------------|--|--|-----------------|
| JOB CODE 52487 | List Position Numbers and Class Titles of Positions Directly Supervised: 20006369 Admin Assist 4 20006381 Telecom Sys Anl 3 20006371 Admin Assist 3 20006382 Telecom Sys Anl 3 20006372 Telecom Ntwrk Spvr 20006383 College Intern | SIGNATURE OF AGENCY REPRESENTATIVE | DATE 8/12/08 |
|-------------------|--|--|-----------------|

POSITION NUMBER 20006380 (41654.0)
 JOB CODE TITLE Telecommunications Network Manager 1
 Copy 9-8-08 CB