

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505380

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Unified Network Services

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20006387

Reclassification

New Position

Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
See Table of Organization

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
70	Serves as a consultant to Unified Network Services (UNS)/ Network Administration Assistant Administrator on development of network contracts: formulates & implements policies & procedures related to contracts & contract negotiations; researches Ohio Revised Code, administrative rules, departmental directives & operating guidelines; organizes & leads discussions agency customers on network services contracts; supports & facilitates network service projects & other service improvement processes; participates in & brings information about ISD resources to planning efforts initiated by other agencies & customer groups; performs ongoing customer relations assignments as they relate to current/future network contracts with clients, associations &/or user groups; interfaces with agencies & the federal government.	Knowledge of: (1) project management; (2) customer relations management; (3) human relations; (4) agency policies & procedures*; (5) government structure & process* (6) telecommunications industry; (7) principles of telecommunications network services product development; (8) telephony & electronic messaging; (9) telecommunications network services project/program management; (10) public policy management; Skill in (11) operation of personal computer & associated software; Ability to (12) define problems, collect data, establish facts & draw valid conclusions; (13) deal with many variables & determine specific action; (14) understand manuals & verbal instructions, technical in nature; (15) prepare meaningful, concise & accurate reports; (16) communicate verbally & in writing on technical & non-technical subjects.
20	Drafts & delivers network contracts proposals, plans & communications for division & for customers: develops & makes presentations to customers/groups of customers on ISD contracts & services; assists in determining needs & expectations of customers; obtains direct customer feedback; meets with network service providers & negotiates network contracts & services.	Knowledge 1, 2, 3, 4, 5*, 6, 7, 8, 9, 10, 11, (17) supervision principles; (18) employee training & development Skill in 12 Ability to 13, 14, 15, 16, 17

JOB CODE TITLE
Information Technology Consultant 3

JOB CODE
64163
apd 6/26/13 PPM

List Position Numbers & Job Titles of Positions Directly Supervised:
See Table of Organization

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Signature]

6/28/13

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NORMAL WORKING HOURS (Explain unusual or rotating shift):
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
10	Performs other related duties as assigned: participates with other network services staff in researching, analyzing & evaluating hardware, software or network products/options for ISD management, updates skills by attending meetings, conferences, training sessions & workshops on relevant project management, information technology & network technologies.	Knowledge of 1, 2, 3, 4, 5*, 6, 7, 8, 9, 10, 11, 17, 18 Skill in 12 Ability to 13, 14, 15, 16, 17

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Information Technology Consultant 3

APD 6/26/13 PM

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64163

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6/26/13