

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 – Network Services

POSITION NUMBER
20006389

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION: Enterprise Network Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006414 Data Systems Assistant Administrator

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

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50%	<p>Analyzes, implements & maintains enterprise network management systems that manage state's WAN & LAN enterprise telecommunications network services & supervises enterprise network technical personnel engaged in reviewing requirements for network management, researching applicable network technologies, testing appropriate hardware & software options, implementing network management solutions, & providing network management solutions to meet unit's needs: analyzes, implements & maintains enterprise network management hardware & software solutions for network security, Ohio Customer Service & Security Center, & change management functions of Unified Network Services; administers enterprise telecommunications network (i.e., greater than 1000 network elements), network provider services (e.g., 56K, T1, DS3, OC-3, OC12 & OC48 for TDM & Ethernet 10MB, 100MB & Gig-E) & network management systems (e.g., HP Open View, IBM Tivoli or CA Unicenter); incorporates all service related groups within Infrastructure Services Division (ISD) to save money, limit duplication of services & equipment & monitoring purchases that would provide more unified customer service to state agencies; automates key business processes that enable organization to manage more effectively its infrastructure & service-based interactions with customers & employees; provides information to ensure that adequate service levels are provided to Office of Information Technology, ISD, & Unified Network Services customers; analyzes network management costs & affect on Unified Network Services' budgets; researches & analyzes network management hardware/software solutions & industry trends for purpose of consolidating all current help desk management tools; creates change management processes; responds to complex network management customer service & policy issues; responds to network related issues 24 hours/day, 7 days/week, 365 days/year, which requires call back within defined response time &/or overtime according to service level agreement for each customer.</p>	<p>Knowledge of (1) budgeting; (2) analyzing, implementing & maintaining enterprise network management systems; (3) enterprise telecommunications network & network management stations (e.g., HP Open View, IBM Tivoli, CA Unicenter); (4) management (5) workforce planning; (6) supervision principles; (7) electronic data processing systems (e.g., telecommunications, telecommunications circuit design networks, telephony, electronic messaging); (8) Wide Area network (WAN) Protocols (e.g. OSPF, IS-IS, RIP, IP, Appletalk, Banyan Vines, DecNet, Novell and Windows NT); (9) network administration; (10) computer network hardware & software; (11) public relations; (12) agency policies & procedures*; (13) change management; Skill in (14) operation of personal computers (e.g., IBM compatible & Apple PC) & peripheral equipment; Ability to (15) define problems, collect data, establish facts & draw valid conclusions; (16) interpret a variety of technical material in books, journals & manuals; (17) prepare meaningful concise & accurate reports; (18) respond to network emergencies on 24X7 basis; (19) cooperate & work with co-workers; (20) prioritize & meeting deadlines; (21) communicate on technical & non-technical issues;</p> <p>*developed after employment</p>

JOB CODE TITLE
Network Administration Manager

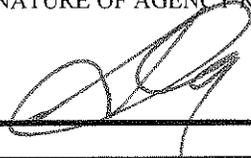
Appl 4-16-09 CB

JOB CODE
67136

List Position Numbers & Titles of Positions Directly Supervised:

- | | |
|---------------|---------------|
| 20006390 NST5 | 20006420 ITC2 |
| 20006393 ITC1 | 20006421 ITC2 |
| 20006418 ITC2 | 20006422 ITC2 |
| 20006420 ITC2 | 20006424 ITC1 |

SIGNATURE OF AGENCY REPRESENTATIVE



DATE



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30	Directs the overall Unified Network Services design function: establishes & maintains contact with state agency representatives; determines state agency network management requirements for incorporation with Unified Network Services' offerings; attends policy meetings & workshops for determining statewide network management policies & implementation processes.	Knowledge of 5, 6, 7, 8, 9, 11, 12* Skill in 14 Ability to 15, 16, 19, 21.
20	Directs the network design process including network equipment and services ordering, network inventory control & agency network service order processing. Reviews all orders for compliance with industry & agency standards; assists with establishing engineering, technical & business objectives for division in use of network management technologies; attends technical conferences for purpose of evaluating network technologies for Unified Network Services. Must submit to & pass personal background check & works as essential employee.	Knowledge of 1,2, 3, 5, 6, 7, 8. Skill in 14 Ability to 15, 16, 17, 21 <u>Position Specific Minimum Requirements:</u> 24 mos. exp. or 24 mos. trg. analyzing, implementing & maintaining enterprise network systems; 24 mos. exp. or 24 mos. trg. in enterprise telecommunications network & systems management technologies (e.g., HP OpenView, IBM Tivoli, CA Unicenter). *developed after employment

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Network Administration Manager

Apr 4-16-09 CB

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

[Handwritten Signature] *[Handwritten Date: 4/16/09]*