

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES	AGENCY Office of Information Technology
		DIVISION OR INSTITUTION Service Delivery Division
		UNIT OR OFFICE Unified Network – Network Services

POSITION NUMBER 20006394 (41713.0)	<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 Telecommunications Analyst Supervisor	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006414 (41740.0) Data Systems Assistant 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
70	Directs activities of telecommunications user services (voice & data) design for all state agencies: supervises lower-level telecommunications analysts engaged in voice design activities; develops & implements policies & procedures for statewide voice & data telecommunication systems in conjunction with Investment & Governance Division; supervises lower-level directory assistance operators engaged in providing voice services & information to state agencies & the public at large; oversees the training of telecommunications analysts, directory assistance operators & the 120 statewide telecommunication coordinators.	Knowledge of (1) budgeting; (2) inventory control; (3) management; (4) workforce planning; (5) employee training & development; (6) supervision principles; (7) public relations; (8) agency policies & procedures*; (9) government structure & process*; (10) interviewing techniques; Skill in (11) operation of a personal computer & associated hardware/software; Ability to (12)) understand telecommunication design; (13) apply principles to solve practical; everyday problems; (14) interpret a variety of instructions in written, oral, picture or schedule form; (15) understand voice & data communications; (16) define problems, collect data, establish facts & draw valid conclusions; (17) interpret a variety of technical material in books, journals & manuals; (18) understand telephony research; (19) establish friendly atmosphere as supervisor of work unit; (20) handle sensitive inquiries/complaints from & contacts with officials & general public.
		*developed after employment

App 4-3-07 CB

JOB CODE TITLE
Telecommunications Analyst Supervisor

JOB CODE
52495

List Position Numbers and Class Titles of Positions Directly Supervised: 20006392 (41711.0) TelecTechCoord 20006400 (41719.0) TelOpr1 20006395 (41714.0) TelecAnl 1 20006401 (41720.0) TelOpr1 20006397 (41716.0) TelecAnl 1 20006402 (41721.0) TelOpr1 20006399 (41718.0) TelOpr1 20006403 (41723.0) TelOpr1 20006410 (41736.0) TelecSvcReqCoord	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 3/21/07
--	--	-----------------

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES	AGENCY Office of Information Technology
		DIVISION OR INSTITUTION Service Delivery Division
		UNIT OR OFFICE Unified Network – Network Services

POSITION NUMBER 20006394 (41713.0)	<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 Telecommunications Analyst Supervisor	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006414 (41740.0) Data Systems Assistant 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	Performs other related administrative duties: validates cost/benefit analysis performed by staff on major projects; evaluates & directs suggestions for Long-Range Information System plan for state telecommunication coordinators; accounts for needs of customers in research & project development for existing, planned & future implementation of telecommunication services (e.g., expanded CENTREX services, ACD applications, data services, new long distance & common carrier offerings & voice mail); oversees the consultant services to State Purchasing; organizes conferences & meetings & creates policy & instructional materials.	Knowledge of 1, 2, 3, 5, 6, 7, 8*, 9*, 10 Skill in 11 Ability to 12, 13, 14, 15, 16, 17, 18, 19, 20

*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised: 20006392 (41711.0) TelecTechCoord 20006400 (41719.0) TelOpr1 20006395 (41714.0) TelecAnl I 20006401 (41720.0) TelOpr1 20006397 (41716.0) TelecAnl I 20006402 (41721.0) TelOpr1 20006399 (41718.0) TelOpr1 20006403 (41723.0) TelOpr1 20006410 (41736.0) TelecSvcReqCoord	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 3/22/07
--	--	-----------------

Opd 4-3-07 C.B.

JOB CODE TITLE
 52495
 Telecommunications Analyst Supervisor