100-400R

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
SDD/Unified Network - MARCS

POSITION NUMBER
20006395 (41714.0)

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Network Services Technician

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006361 (41611.0) Data Systems Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift)
7:30 a.m. – 4:00 p.m. & subject to overtime/call back 24X7



JOB CODE TITLE
Network Services Technician 4

JOB CODE
67194

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in Order of Importance | Minimum Acceptable Characteristics |
|---|---|---|
| 50 | Assesses, designs, & maintains data communications & telecommunications services & equipment for network support services: provides technical expertise & assistance to Data Systems Administrator & Multi-Agency Radio Communications System (MARCS) network Operations Center regarding solutions to local & wide-area networking problems; installs, configures, manages, optimizes, tunes, creates equipment specifications & maintains network management software (e.g., Windows 2000/NT, UNIX, AIX, Solaris, Lynix, HP Open View, Remedy, Premisys EMS, SNMP, DNS, e-mail); architects, installs & configures UNIX systems (e.g., SPARCS, POWERPC, X86), AIX, & Solaris remote access servers & other hardware devices; analyzes & designs Ethernet network configurations; diagnoses, troubleshoots & resolves network problems; acts as team member with information technology staff & interacts professionally with contractors; responds to system problems & outages 24 hours/day, 7 days/week which may require overtime, call back, or standby; may be required to carry cell phone or wear pager. | Knowledge of (1) networking (e.g., TCP/IP, SMTP, VPN, IPSEC, VLAN, WAN, Access List, NAT/PAT, IP Translation; & calculate Subnet); (2) complex hardware (e.g., pSeries IBM servers 520, Advanced Power Virtualization, SCSI, Fiber Channel,HBA, SSA storage, RS6000 servers, Fujitsu SPARC PrimePower, D1000, Enterprise 4500, Ultra10, Barracuda Spam Firewall) (3) software (e.g., Cisco Works, CiscoSecure, Microsoft WINS & DHCP, Oracle, Cisco VPN, Cisco Wireless, HP Open View Network Node Manager & Operations for UNIX, Remedy Action Request Server, HACMP, Sun Cluster, Veritas Storage Foundation, Veritas Cluster, Solaris Volume Manager, IMCI Network Management, NerveCenter Event Correlation, Webmin, Squid Proxy, Samba, Postfix, Open Boot Prom Firmware, MySQL ); (4) operating systems (e.g., Enterprise Solaris Server, IBM AIX, HP-UX, Linux, Windows);<br>Skill in (5) use of electronic testing equipment (e.g., protocol analyzer, line analysis computer); (6) configuration, management, & installation hardware & software components; (7) operation of personal computer & peripheral equipment; (8) architecting, installing & configuring UNIX systems (e.g., SPARCS, POWERPC, X86); |

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 10-19-07

Qual 11-2-07 CB

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

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| | | Ability to (9) define problems, acquire traces, update, configure & deduce solutions & implement fixes; (10) comprehend extensive variety of technical material; (11) cooperate with co-workers on team projects; (12) communicate effectively in writing & verbally; (13) respond to system problems & outages on 24X7 basis. |
| 20 | Provides expertise for establishing, auditing, & evaluating physical & network security for MARCS' electronic resources & assets: assists in designing comprehensive plans, policies, procedures & proposals for implementing necessary security mechanisms; proactively stays current with industry trends by reading & comprehending technical manuals, publications & white papers; communicates information to customers. | Knowledge of 1, 2, 3, 4, 5<br>Skill in 6, 7, 8, 9, (14) use of electronic tools for tracking change/configuration management;<br>Ability to 10, 11, 12 |
| 15 | Provides quality change management documentation for all network hardware & software activities: manages, documents, maintains, audits & recommends necessary licenses for hardware & software. | Knowledge of 1, 2, 3, 4, 5<br>Skill in 6, 7, 8<br>Ability to 9, 10, 11, 12 |
| 15 | Performs other related duties as assigned: documents & communicates problems & resolutions to management & team members; keeps team members & other MARCS staff informed on research & developments in new technologies; provides training & guidance to other team members. | Knowledge of 1, 2, 3, 4, 5, (15) LAN/WAN network concepts, protocols, hardware & server software;<br>Skill in 6, 7, 8, 14<br>Ability to 9, 10, 11, 12. |
| | | <u>Position Specific Minimum Qualifications</u><br>9 mos. exp. in architecting, installing & configuring UNIX systems (e.g., SPARCS, POWERPC, X86). |
| | Must submit to & pass personal background check & works as essential employee. | |

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 10.19.07

Opd 11-3-07 CB