

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505350

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Network

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20006397

Reclassification New Position Update Position Hyperlinked to Agency Organizational Tree

USUAL WORKING TITLE OF POSITION POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006389 Network Administration Manager

Permanent Classified Overtime: Eligible Exempt Bargaining Unit
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: 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
50	<p>Acts as project leader on most complex network projects & technical liaison to agency network planners: analyzes, designs & implements advanced voice (e.g., automatic call distribution (ACD), auto attendant, interactive voice response (IVR), call center management information system (CCMIS), voice over IP (VoIP)) or data communications services to meet state agency requests, performs high quality cost-benefit analysis of alternatives; tracks Network Services offerings & availability & participates in designing new data services; directs plan review of voice telecommunication projects & assists planners in design of new voice services; provides rate setting information & advice to division controller & works cooperatively with Office of General Counsel, carrier & Ohio Public Utilities Commission in establishing voice telecommunication services; attends customer meetings to obtain understanding of the agency's needs; primary contact on complex voice/network projects (e.g. combined network moves of voice/data for all state agencies having multiple offices throughout the state); technical liaison for local exchange company management, vendor providers, local/long distance carrier engineers & management; tracks all voice service offerings & availability; guides designs of new cost effective voice options; acts as a consultant to state agencies to develop their service requirements, solves telecommunications problems & creates Technology Service Requests (TSR); responds to system emergencies which requires standby, potential overtime or call back 24/7, may be required to carry cell phone or pager.</p>	<p>Knowledge of (1) budgeting; (2) public relations; (3) agency policies & procedures* (e.g., telecommunications utility services policy, (ITP-2, ITP-6); (4) electronic engineering; (5) auto attendant applications; (6) ACD & universal call distribution (UCD) & Centrexmate; (7) CCMIS; (8) integrated service digital network prime rate interface (ISDN PRI); (9) interactive voice response (IVR); (10) unified communications (UC); (11) private branch exchange (PBX) & key systems; (12) voice over internet protocol (VoIP); (13) voice mail & messaging systems. Skill in (14) telecommunications systems. Ability to (15) understand electronic telecommunications & data equipment; (16) comprehend & record figures accurately; (17) understand manuals & verbal instructions, technical in nature; (18) cooperate with co-workers on group projects; (19) create management reports from a variety of reporting tools.</p> <p>* developed after employment</p>

JOB CODE TITLE
Telecommunications Analyst 2

JOB CODE
52492
add 2/17/11 DSM

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

David Z...

4/14/11

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505350
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Network	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006397 JOB CODE TITLE Telecommunications Analyst 2 JOB CODE 52492 Ad 2/17/11 <i>PRM</i>	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006389 Network Administration Manager	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:	Bargaining Unit Page 2 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		
25	Conducts formal training classes for lower-level telecommunication analysts & telecommunication systems analyst in Unified Network Services & state agencies' voice or data telecommunications coordinators on costs & benefits of voice or data telecommunication service alternatives; trains employees of assigned agencies on new line installation information or telecommunications hardware & software; reviews & assists lower-level telecommunications analysts in writing provider sections of on-line coordinator service system.; provides customer service support to state agencies & their telecommunication coordinators (e.g. telecommunication systems capabilities, functions, features & billing interpretations); updates, revises & provides telecommunication coordinators information on Centrex capabilities, unified communication, conferencing, internal & outsourced Call Center offerings, IVR, ACD/CCMIS, long distance & "800" service.	Knowledge of 1, 3*, 4, (20) employee training & development; (21) telephony rates; Skill in 14 Ability to 15, 16, 17, 18		
25	Reviews TSRs & orders within requested timeframes, verifies validity of telecommunications technical information (e.g. appropriate technology is ordered; appropriate telecommunications equipment is in place to run line; correct circuit types & circuit numbers are identified in provisioning).	Knowledge of 1, 3*, 4, 10, 12,13 Skill in 14 Ability to 15, 16, 17, 18		
Must submit to & pass personal background check				
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE <i>David [Signature]</i>	DATE 4-19-11	