



# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS500000

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Customer Service Center

COUNTY OF EMPLOYMENT  
Franklin

*This row is for Information Technology classifications ONLY*

PRIMARY TECHNOLOGY (IT ONLY)  
Microsoft OS

SECONDARY TECHNOLOGY (IT ONLY)  
Desktop Applications

POSITION NUMBER  
20006404

Reclassification       New Position       Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
CSC Lead Worker

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
SEE TABLE OF ORGANIZATION

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified

Overtime:  Eligible     Exempt

If FLSA Exempt, exemption type:

Bargaining Unit: 14  
PR 33  
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NORMAL WORKING HOURS (Explain unusual or rotating shift):  
**8 hour shift between the hours of 6:00 am to 7:00 pm (On-call 8 hour shift/40 hour work week (may include some weekends and holidays))**

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
20	<p>Provides installation, monitoring support and inventory management for VoIP equipment and utilization by State of Ohio users:</p> <ul style="list-style-type: none"> <li>➤ Perform diagnostics and generate action plans to troubleshoot voice network and faults.</li> <li>➤ Use CBTS VoIP and/or DAS OIT network designated tools to monitor connectivity and services.</li> <li>➤ Engage OIT network engineers or vendor engineers for escalations and higher level support as needed.</li> <li>➤ Recommends and/or generates enhancements for existing VoIP infrastructure, software or support tools in compliance with specifications and standards (e.g., creates &amp;/or modified programs modules, creates database diagrams, writes standard queries, writes test cases &amp;/or scripts for unit and systems testing, verified unit and system test results to ensure software is producing desired results).</li> <li>➤ Assigns and tracks inventory for VoIP phones and equipment; enters data into asset management tracking and helpdesk tools (repositories) and manages that data.</li> </ul> <p>Promotes system security and awareness by adhering to the Agency's and/or State's IT security policy(s) and standards:</p> <ul style="list-style-type: none"> <li>➤ Determine impact of known and anticipated incidents that results in outages or service interruption/degradation</li> <li>➤ Track the incident management of proactive and reactive issues through CSC ITSM</li> </ul> <p><i>Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.</i></p>	<p>oral or picture form; (31) understand manual current technologies in area of IT assigned; (33) deal with problems involving several variables in familiar context.</p> <p><b>Knowledge of 1-20*</b> <b>Skill for 21-17</b> <b>Ability to 28-33</b></p> <p><b>Knowledge of 1-20*</b> <b>Skill for 21-17</b> <b>Ability to 28-33</b></p> <p>*developed after employment</p>

JOB TITLE  
Information Technologist 3

JOB CODE  
69923  
ADM  
11/14/16

List Position Numbers & Job Titles of Positions Directly Supervised:

 10/14/16