

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 Operations

POSITION NUMBER
20006424 (41758.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION: Information Technology Consultant 1
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006389 Network Administration Manager

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in order of Importance	Minimum Acceptable Characteristics
45	Provides technical expertise & support for all state agency computer systems & networks connected to Office of Information Technology (OIT), Unified Network Services Wide-Area Network (WAN) to ensure agencies' computers & networks can exchange information (e.g., file transfer, electronic data interchange, computer network management) within an agency network, between state agency networks & across the Internet via the WAN: responds to incoming calls to the Ohio Customer Service & Security Center (OCSSC); independently analyzes & resolves complex problems involving router, Cisco IOS (Internet Operating System), LAN/WAN interconnectivity, telecommunications facilities, ATM switches, & digital modems by troubleshooting & isolating problem & taking corrective action (e.g., repairing hardware, directing & monitoring vendor repair of hardware, reconfiguring hardware &/or software); monitors network systems & makes pro-active calls to agencies when unusual activity occurs; responds to system issues 24 hrs/day, 7 days/week which may require overtime or call back; may be required to carry cell phone or carry pager.	Knowledge of (1) TCP/IP Protocol; (2) telecommunications facilities (e.g., 56K, T1, DS3); (3) DNS (i.e., Domain Name Service); (4) router hardware in a LAN/WAN environment; (5) computer science, telecommunications, &/or inter-networking; (6) operating systems (e.g., Unix, VMS, Windows NT); (7) operating systems (e.g., Cisco IOS); (8) network management software (e.g., HP Openview,* Cisco CWSI*); Skill in (9) the use of personal computer software & hardware products; (10) network systems analysis & design; (11) calculating fractions, decimals, percentages; Ability to (12) communicate technical information to technical & non-technical personnel; (13) understand technical documents pertaining to telecommunications, inter-networking &/or computer science concepts; (14) comprehend non-verbal symbols to interpret & create network topology schematics; (15) define problems, collect data, establish facts & draw valid conclusions; (16) solve most problems independently; (17) maintain accurate records; (18) respond to system issues 24X7; (19) carry cell phone or wear pager.

JOB CODE TITLE
Information Technology Consultant 1

JOB CODE
64161

List Position Numbers and Class Titles of positions directly supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



12/12

App 12-24-08 CB

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%	Job Duties in order of Importance	Minimum Acceptable Characteristics
45	Provides technical expertise & support to all state agency computer systems & network administrators in the design & engineering of state computer networks: consults with agency personnel to determine project requirements; researches network systems hardware & software technology to gather cost information to provide quotes to agencies; develops detailed, technical procurement specifications for customer agencies; researches new network systems technologies to keep agencies abreast of available & appropriate solutions; researches & recommends purchases of computer hardware/software to managers & agencies; installs, tests & implements network systems hardware/software (e.g., IBM compatible, UNIX based, Digital Equipment based & Apple) to ensure network hardware & software can communicate; makes recommendations to manager on rates to charge customers.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10, 11. Ability to 12, 13, 14, 15, 16, 17, 18, 19.
10	Provides support for Unified Network Services-Network Administration servers & internal applications: maintains (e.g., repairs, communicates with vendors, installs) computer hardware & peripheral equipment; maintains (e.g., modifies) internally developed applications; inventories equipment & supplies for Network Administration; procures (e.g., writes purchase orders, receives merchandise) needed equipment & supplies for Network Administration. Must submit to & pass personal background check & works as essential employee.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10, 11. Ability to 12, 13, 14, 15, 16, 17, 18, 19. <u>Position Specific Minimum Qualifications</u> 2 yrs. training or 2 yrs. exp. in network systems analysis & design; 12 months additional training or 12 mos. additional exp. in one of the following: wide-area network administration, tele-communications or inter-networking. *developed after employment.

OB CODE TITLE
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JOB CODE
64161

List Position Numbers and Class Titles of positions directly supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



12/14/05

App 12-31-08 CB