

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Network Services – Network Admin

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
20006416 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

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
45	<p>Provides technical expertise & support for all state agency computer systems & networks connected to Office of Information Technology (OIT), Ohio Customer Service & Security Center (OCSSC) 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 Internet via WAN; utilizes network routing protocols (e.g., OSPF, IGRP, EIGRP, RIP, BGP) to design &/or implement customer solutions; documents all network designs using standard documentation tools (e.g., CAD software, Network Mapper, MS Visio, Word, Excel, PowerPoint &/or Project); implements connectivity devices (e.g., Cisco hardware) for customers; utilizes Class A, B &/or C networks using subnetting, supernetting, subnet mask, & default gateway to provide customer TCP/IP solutions; utilizes network technologies (e.g., SSH, SSL, HTTP, HTTPS, UDP, NAT, PAT, VPN) to provide agency network solutions; installs & configures LAN/WAN network devices (e.g., routers, switches, servers, firewalls, load balancers); responds to incoming calls to OCSSC; independently analyzes & resolves complex problems involving router, Cisco Internet Operating System (IOS), LAN/WAN interconnectivity, telecommunications facilities, switches & digital modems by troubleshooting & isolating problems & taking corrective action (e.g., repairing hardware, directing & monitoring vendor repair of hardware, reconfiguring hardware &/or software); monitors network systems & makes proactive calls to agencies when unusual activity occurs; responds to network issues 24 hours/day, 7 days/week which requires standby, overtime or call back; may be required to carry cell phone or wear pager.</p>	<p>Knowledge of (1) TCP/IP, routed & routing protocols; (2) telecommunications facilities (e.g., 56K, T1, DS3); (3) Domain Name Service (DNS); (4) router hardware in LAN/WAN environment; (5) computer science, electrical engineering or telecommunications; (6) operating systems (e.g., UNIX, VMS, Windows NT, Cisco IOS); (7) network management software (e.g., HP Openview,* Cisco CWSI)*; (8) WAN administration or inter-networking (9) customer service techniques; (10) Class A, B &/or C networks, subnetting, supernetting, subnet mask, default gateway; (11) network technologies (e.g., SSH, SSL, HTTP, HTTPS, UDP, NAT, PAT, VPN); (12) Cisco network devices; (13) network systems analysis & design; Skill in (14) use of personal computer software & hardware products; (15) installing & configuring LAN/WAN network devices (e.g., routers, switches, servers, firewalls, load balancers; Ability to (16) communicate technical information to technical & non-technical personnel; (17) understand technical documents pertaining to telecommunications, inter-networking &/or computer science concepts; (18) comprehend non-verbal symbols to interpret & create network topology schematics; (19) define problems, collect data, establish facts & draw valid conclusions; (20) solve most</p> <p>*developed after employment.</p>

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



1/24/9

POSITION NUMBER
20006425

JOB CODE TITLE
Information Technology Consultant 1

JOB CODE
64161

Apd 2-2-09 CB

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Network Services

POSITION NUMBER 20006425	<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 Information Technology Consultant 1	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006416 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 CODE TITLE Information Technology Consultant 1	%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
JOB CODE 64161	45	Provides technical expertise & support to all state agency computer systems & network administrators in design & engineering of state computer networks; consults with agency personnel to determine project requirements; researches network systems hardware & software technology to gather cost information for 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.	problems independently; (21) maintain accurate records; (22) calculate fractions, decimals, & percentages; Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 Skill in 12, 13, 14, 15 Ability to 16, 17, 18, 19, 20, 21, 22.
	10	Provides support for Network Services-Operations servers & internal applications; maintains (e.g., repairs, communicates with vendors, installs) computer hardware & peripheral equipment; maintains (e.g., modifies) internally developed applications & documentation; inventories equipment & supplies for Network Services-Operations unit; procures (e.g., writes purchase orders, receives merchandise) needed equipment & supplies for Network Services-Operations unit. Must submit to & pass personal background check & works as essential employee.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9, 10, 11 Skill in 12, 13, 14, 15 Ability to 16, 17, 18, 19, 20, 21, 22. <u>Position Specific Minimum Qualifications</u> 24 mos. exp. or 24 mos. trg. using TCP/IP in network (LAN/WAN) administration 12 mos. exp. or 12 mos. trg. in wide-area network (WAN) administration or inter-networking. *developed after employment.
List Position Numbers and Class Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 1/22/9

App 2-2-09 CB