

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505340

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Network Services

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20006426

Reclassification New Position Update Position Hyperlinked to

Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR

20006416 Network Administration Manager

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):

FROM: 8:00 am TO: 5:00 pm

Report in location subject to change

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	<p>Manages Tier 3 Infrastructure network personnel in Unified Network Services Call Center which supports voice & data communications & security services for multiple state agencies, boards & commissions: oversees daily operations of call center activities, monitors work in progress, assigns & prioritizes tasks & projects, assists staff in identifying & resolving difficult problems; schedules & ensures call center coverage; approves leave; initiates discipline; prepares performance evaluations; provides assistance & guidance to personnel regarding network problems; ensures that HP service desk & Numara Footprints trouble tickets are opened properly, updated on a regular basis & closed out within time limits prescribed by service level agreements (SLAs); ensures SLA requirements are met (e.g., time within which service must be performed, credit customer when unable to meet timeframes; ensure accountability for service); determines project requirements & develops workflow documentation of processes; handles complex or critical issues referred by lower-level staff; conducts staff meetings, establishes & enforces work unit policies; assists in budget preparation for unit & long range planning; maintains awareness of current vendor offerings & standards; attends seminars & conferences; acts as a liaison to other technical sections & departments; responds to network emergencies 24 hrs/day, 7 days/week; may be required to wear pager or carry cell phone; provides after hour (outside of Call Center normal hours of operations) on call support on a weekly basis for standby engineers & supports escalated or critical (production down) network outages.</p>	<p>Knowledge of (1) voice & data communications; (2) HP service desk; (3) Numara Footprints; (4) employee training & development; (5) supervisory principles/techniques*; (6) customer service techniques; (7) service level agreements (SLAs); Skill in (8) operation of personal computer &/or mainframe terminals; (9) operation of software-based & manual test equipment (e.g., diagnostic computer systems, telephone console, protocol analyzer); Ability to (10) define problems, collect data, establish facts & draw valid conclusions; (11) comprehend variety of technical materials & manuals; (12) communicate verbally & in writing on technical & non-technical matters; (13) move hands/fingers easily to operate computer terminal & test equipment; (14) respond to network emergencies 24X7; (15) wear pager &/or carry cell phone; (16) establish friendly atmosphere as supervisor of work unit; (17) handle sensitive inquiries from & contacts with officials & general public.</p>

JOB CODE TITLE
Data Systems Manager

apd 8/10/10 psm

JOB CODE
64131

List Position Numbers & Job Titles of Positions Directly Supervised:

- 20006427 Infrastructure Specialist 3
- 20006428 Infrastructure Specialist 3
- 20006433 (Vacant)
- 20006435 (Vacant)
- 20006410 (Vacant)
- 20006425 Infrastructure Specialist 3

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

8/11/10

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 20006416 Network Administration Manager

Permanent Classified Overtime: Eligible Exempt Bargaining Unit
 Temporary Unclassified
 Intermittent Essential If FLSA Exempt, exemption type: Page 2 of 2

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Performs other administrative duties; analyzes data from various reports on network or service related outages, vendor response time & section reports in order to facilitate more efficient resolution of network outages in network system; develops & implements unit procedures pertaining to network use; evaluates project needs & procures resources to complete projects; initiates various reports & maintains record of unit productivity; participates in development, implementation & administration of network infrastructure serving multiple state agencies; administers & enforces security policies & procedures; responds to reports of unusual network activity by notifying Risk Management Services or other appropriate section; ensures that tier 3 staff attends training (classes, seminars, etc.) to stay current with new technologies & industry best practices.	Knowledge of 1, 2, 3, 4, 5*, 6, 7 Skill in 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17
15	Provides technical assistance to staff & State of Ohio agencies, boards & commissions regarding infrastructure & specialized system; keeps abreast of new electronic communications network technology & electronic information security methods; performs other related duties as assigned.	Knowledge of 1, 2, 4, 5*, 6, 7 Skill in 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17

JOB CODE TITLE
Data Systems Manager

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add 8/10/10 per

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