100-400U

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 Services

POSITION NUMBER 20006432 (41772.0)

JOB CODE TITLE Information Technology Consultant 1

JOB CODE 64161

☒ 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 (41750.0) 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
40	Provides technical assistance to programming & systems staff regarding network security for all state agency computers & networks connected to Infrastructure Services Division (ISD), Unified Network Services, wide area network (WAN): operates motor vehicle to travel to customer locations to provide security assistance to customers protected by Network Services firewall; ensures agencies' computers & networks can exchange information (e.g., file transfer, electronic data interchange, computer network management, DNS) within an agency network, between state agency networks & across Internet via the WAN; develops, enforces & maintains firewall security policies & procedures (e.g., firewall configuration using TCP/IP protocols); works on load balancing equipment in secured server environment; establishes & coordinates efforts & meetings with state agencies to implement & maintain firewall services; provides security assistance to customers protected by Network Services firewall; responds to network security issues 24-hrs/day, 7-days/week which requires overtime, call back or standby; may be required to wear pager &/or carry cell phone.	Knowledge of (1) TCP/IP protocol used in firewall configuration & network security; (2) network security measures, equipment & software; (3) telecommunications facilities; (4) Domain Name System (DNS); (5) router hardware in a LAN/WAN environment; (6) operating systems (Unix, Windows 0S, Cisco IOS, Checkpoint, PIX); (7) network management software (e.g., HP Openview, Cisco Mgmt tools); (8) Dept. of Administrative Services (DAS) Directive 99-23, Computer Hardware Systems*; (9) DAS Directive 99-23 Internet, Electronic Mail, & Online Services Use & Abuse*; (10) network security systems analysis & design; Skill in (11) operation of personal computer & associated hardware/software; (12) integrating network security (e.g., firewalls, user authentication systems, virtual private networks &/or intrusion detection systems); Ability to (13) communicate technical information to technical & non-technical personnel; (14) comprehend symbols to interpret & create network topology schematics; (15) define problems, collect data, establish facts & draw valid conclusions; (16) maintain accurate records; (17) respond to network security issues 24X7; (18) wear pager &/or carry cell phone. *developed after employment.

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 4/20/08

Appd. 11/4/08 CB/RC

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%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Reviews & monitors various types of records & logs for security access violations &/or suspicious activity: escalates problems to proper authorities; works closely with ISD Unified Network Services to resolve security issues as well as network problems; maintains & monitors anti-virus server responsible for scanning inbound & outbound traffic for virus infections; monitors network systems & makes pro-active calls to agencies when unusual activity occurs.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Skill in 11, 12 Ability to 13, 14, 15, 16, 17, 18
10	Researches network systems hardware & software technology cost information to provide quotes to agencies: develops detailed, technical procurement specifications for customer agencies; provides support for Network Services/Operations, state agencies, boards & commissions regarding network security hardware/software, 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 Services-Operations unit; procures (e.g., writes purchase orders, receives merchandise) needed equipment & supplies for Network Services Operations unit.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Skill in 11, 12 Ability to 13, 14, 15, 16, 17, 18
15	Responds to in-coming calls to the Ohio Customer Service & Security Center (OCSSC): provides assistance to customers pertaining to firewalls, remote access, VPN, DNS & other related services offered by ISD; provides lower-level personnel with direction & assistance in ISD's security needs; acts as liaison between lower-level personnel, management, & technical personnel in the Unified Network Services Group.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Skill in 11, 12 Ability to 13, 14, 15, 16, 17, 18
5	Administers user authentication system (i.e., Ace/Server): establishes direction & policy for remote access connections to ISD; creates & maintains customer accounts to control accessibility to protected ISD resources; authorizes customer access request & assists with hardware & software needs; reviews & monitors intrusion detection systems analyzes data to report suspicious activities to proper areas; analyzes & reviews vulnerability on specific devices located within the ISD network; performs other related duties as required.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9, 10 Skill in 11, 12 Ability to 13, 14, 15, 16, 17, 18
		*developed after employment

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

Upd. 11/4/08 CB/pc

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
		Position Specific Minimum Qualifications 24 mos. exp. using TCP/IP protocols in firewall configuration & network security; 24 mos. exp. integrating network security (e.g., firewalls, user authentication systems, virtual private networks &/or intrusion detection systems).
	Must submit to & pass personal background check & works as essential employee.	

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 11/20/08

Upd. 11/4/08 CB/mcs