

<b>POSITION DESCRIPTION</b>		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Network	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006441	<input checked="" type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR See Table of Organization	
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified <input checked="" type="checkbox"/> Essential	Overtime: <input type="checkbox"/> Eligible <input checked="" type="checkbox"/> Exempt If FLSA Exempt, exemption type: Administrative	Bargaining Unit 22  Page 1 of 2
	NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 am      TO: 5:00 pm			
<b>JOB DESCRIPTION AND WORKER CHARACTERISTICS</b>				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
50	<p>Manages projects, covering all phases of project management for telecommunications/telephony services to include voice (Centrex and Voice over IP) and data ( Ethernet based, etc.): acts as project liaison to agency network planners, management, staff &amp; end users; directs delivery to telecom end user/clients (e.g., agency employees, outside agency, public customer) for operation/use; focuses on testing, monitoring &amp; modification of delivery to end user specifications; assists in writing telecommunications policy; directs, implements &amp; monitors policy; establishes procedures/guidelines for policy compliance; oversees implementation schedule; develops &amp;/or directs development &amp; implementation of planning documents (e.g., resources, specific assignments); serves as agency representative for telecom projects in public forums (e.g., focus groups, other state agencies, county agencies, media, federal government, legislature); &amp; makes project presentations to educate/train end users; coordinates the analysis, design &amp; implementation of advanced call center services to include voice, automatic call distribution (ACD), auto attendant, Interactive voice response (IVR), call center management information system (CCMIS) projects to meet state agency requests &amp; performs high quality cost-benefit analysis of alternatives; tracks Network Services offerings &amp; availability; directs plan review of voice telecommunication projects &amp; assists planners in design of new voice services; provides rate setting information &amp; advice to division controller &amp; works cooperatively with Office of General Counsel, carrier &amp; Ohio Public Utilities Commission in establishing voice telecommunication services; attends customer meetings to obtain understanding of the agency's needs; serves as primary contact on complex voice moves; tracks all voice service offerings &amp; availability; guides designs of new cost effective voice options; acts as a consultant to state agencies to develop their service requirements; solves telecommunications problems &amp; creates Technology Service Requests (TSR).</p>	<p><b>Knowledge of</b> (1) public policy; (2) Integrated Services Digital Network (IDNR) Prime Rate Interface (PRIs); (3) public budgeting; (4) project management life cycle methodologies; (5) time management; (6) matrix management; (7) interviewing; (8) market trends; (9) auto attendant applications (10) public relations; (11) agency policies &amp; procedures* (e.g., telecommunications utility services policy,(ITP-2, ITP-6); (12) auto attendant applications; (13) automatic call distribution (ACD), universal call distribution (UCD), Centrexmate; (14) call center management information system (CCMIS); (15) interactive voice response (IVR); (16) private branch exchange (PBX) &amp; voice over internet protocol (VoIP); (17) voice mail &amp; messaging systems; (18) project management.</p> <p><b>Skill in</b> (19) telecommunications systems; (20) operation of a PC &amp; applicable software (e.g. gant chart/project planning software, presentation software, spreadsheet applications).</p> <p><b>Ability to</b> (21) manage multiple demands or tasks on projects or programs; (22) solve problems involving several variables in unique situations; (23) review &amp; evaluate project progress; (24) develop &amp; deliver presentations; (25) communicate effectively on project information in a team setting; (26) understand electronic telecommunications &amp; data equipment; (27) comprehend &amp; record figures accurately.</p> <p style="text-align: right;">*developed after employment.</p>		
JOB CODE 63384	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>Spencer Wood / psm</i>	DATE 6/2/14	

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expectations; maintains regular contact with stakeholders to market product or service &amp; obtain feedback which involves independent direct involvement with stakeholders; manages &amp; negotiates change (e.g., cost, assignments, objectives) within assigned project(s); determines need for division of given project into subprojects, distribution of work for subprojects (e.g., outside source), &amp; oversees activities conducted within each subproject; attends meetings, conferences &amp;/or workshops on related topics; supervises/directs professional, technical &amp;/or administrative/clerical staff.</p> </td> <td> <p><b>Knowledge of 1-18.</b>  <b>Skill in 19 &amp; 20.</b>  <b>Ability to 21-27.</b></p> </td> </tr> <tr> <td>10</td> <td> <p>Conducts formal training classes for lower-level telecommunication analysts &amp; state agencies' voice or data telecommunications coordinators on costs &amp; benefits of voice or data telecommunication service alternatives; trains employees of assigned agencies on new line installation information or telecommunications hardware &amp; 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