

# POSITION DESCRIPTION

AGENCY/DEPT ID  
DAS505350

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
ISD/Network

COUNTY OF EMPLOYMENT  
Franklin

POSITION NUMBER  
20006441

Reclassification       New Position       Update      Position Hyperlinked to  Agency Organizational Tree

USUAL WORKING TITLE OF POSITION      POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
See Table of Organization

Permanent       Classified      Overtime:  Eligible       Exempt      Bargaining Unit 22  
 Temporary       Unclassified  
 Intermittent       Essential      If FLSA Exempt, exemption type: Administrative      Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):  
FROM: 8:00 am      TO: 5:00 pm

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	<p>Manages projects, covering all phases of project management for telecommunications/telephony services: 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 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); responds to project emergencies which requires standby; potential overtime or call back 24/7; may be required to carry cell phone or pager.</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>*developed after employment.</p>

JOB CODE TITLE  
Project Manager 1

JOB CODE  
63381  
*Apr 6/26/13 Rgm*

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Signature]*

*6/27*

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Classified  
 Unclassified  
 Essential

Overtime:  Eligible  Exempt

Bargaining Unit 22

If FLSA Exempt, exemption type: Administrative

Page 2 of 2

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

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25	Defines telecom project requirements, quality standards & time lines: determines & evaluates risks that may affect project(s); defines specific activities to be performed to produce project deliverables; evaluates deliverables & ensures project is ready to move on to its next phase; addresses any problems found in testing/piloting; ensures scheduled time frames are met; reports on delivery problems & provides performance data; provides regular progress reports; determines & allocates resources & assists in budget planning; determines & evaluates testing &/or pilot program &/or project; manage & processes procurement document.	Knowledge of 1-18. Skill in 19 & 20. Ability to 21-27.
15	Interviews stakeholders to determine needs & expectations: maintains regular contact with stakeholders to market product or service & obtain feedback which involves independent direct involvement with stakeholders; manages & 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), & oversees activities conducted within each subproject; attends meetings, conferences &/or workshops on related topics; supervises/directs professional, technical &/or administrative/clerical staff.	Knowledge of 1-18. Skill in 19 & 20. Ability to 21-27.
10	Conducts formal training classes for lower-level telecommunication analysts & state agencies' voice or data telecommunications coordinators on costs & benefits of voice or data telecommunication service alternatives: trains employees of assigned agencies on new line installation information or telecommunications hardware & software; reviews & assists lower-level telecommunications analysts in writing provider sections of on-line coordinator service system; provides customer service support to state agencies & their telecommunication coordinators (e.g. telecommunication systems capabilities, functions, features & billing interpretations).	Knowledge of 1-18. Skill in 19 & 20. Ability to 21-27.
Must submit to & pass personal background check		

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Project Manager 1

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63381  
*apd 6/26/13 EPM*

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Signature]*

*6/13*