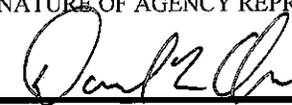


POSITION DESCRIPTION		AGENCY/DEPT ID DAS505350
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Network	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20006441	<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 20006389 Network Administration Manager	
	<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			
JOB DESCRIPTION AND WORKER CHARACTERISTICS				
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities		
50	Manages projects, covering all phases of project management for telecommunications in Network Services; acts as project liaison to agency network planners, management, staff & end users; directs delivery to telecom end user/clients (e.g., agency employees, outside agency, public customer) for operation/use; focuses on testing, monitoring & modification of delivery to end user specifications; assists in writing telecommunications policy; directs, implements & monitors policy; establishes procedures/guidelines for policy compliance; oversees implementation schedule; develops &/or directs development & 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); & makes project presentations to educate/train end users; coordinates the analysis, design & 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 & performs high quality cost-benefit analysis of alternatives; tracks Network Services offerings & availability; directs plan review of voice telecommunication projects & assists planners in design of new voice services; provides rate setting information & advice to division controller & works cooperatively with Office of General Counsel, carrier & 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 & availability; guides designs of new cost effective voice options; acts as a consultant to state agencies to develop their service requirements; solves telecommunications problems & 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.	Knowledge of (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 & 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) & key systems; (17) voice mail & messaging systems; (18) project management. Skill in (19) telecommunications systems; (20) operation of a PC & applicable software (e.g. gant chart/project planning software, presentation software, spreadsheet applications). Ability to (21) manage multiple demands or tasks on projects or programs; (22) solve problems involving several variables in unique situations; (23) review & evaluate project progress; (24) develop & deliver presentations; (25) communicate effectively on project information in a team setting; (26) understand electronic telecommunications & data equipment; (27) comprehend & record figures accurately.		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 10/26/11	

JOB CODE TITLE
Project Manager I

JOB CODE
63381
 apd 10/25/11 [Signature]

*developed after employment.

POSITION DESCRIPTION		AGENCY/DEPT ID DAS505350
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POSITION NUMBER 20006441	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update		Position Hyperlinked to <input type="checkbox"/>	
				Agency Organizational Tree
	USUAL WORKING TITLE OF POSITION		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR	
			20006389 Network Administration Manager	
<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 2 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
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		

JOB CODE 63381 JOB CODE TITLE Project Manager 1 <i>APD 10/25/11 [Signature]</i>	List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE <i>[Signature]</i>	DATE 10/26/11