

# POSITION DESCRIPTION

AGENCY/DEPT ID DAS500000

|  |  |                                  |
|--|--|----------------------------------|
| DIVISION OR INSTITUTION<br>Office of Information Technology        | UNIT OR OFFICE<br>Infrastructure Services Division | COUNTY OF EMPLOYMENT<br>Franklin |
| <b>This row is for Information Technology classifications ONLY</b> | PRIMARY TECHNOLOGY (IT ONLY)<br>Microsoft NW       | SECONDARY TECHNOLOGY (IT ONLY)   |

|   |  |   |   |                                    |
|---|--|---|---|------------------------------------|
| POSITION NUMBER<br>20006452   | <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<br>Exchange Administrator  |   | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR<br>See Table of Organization   |                                    |
|   | <input checked="" type="checkbox"/> Permanent<br><input type="checkbox"/> Temporary<br><input type="checkbox"/> Intermittent | <input checked="" type="checkbox"/> Classified<br><input type="checkbox"/> Unclassified<br><input type="checkbox"/> Essential | Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt<br><br>If FLSA Exempt, exemption type: | Bargaining Unit<br><br>Page 1 of 2 |
| NORMAL WORKING HOURS (Explain unusual or rotating shift):<br>FROM: 8:00 am                      TO: 5:00 pm |  |   |   |                                    |

| JOB DESCRIPTION AND WORKER CHARACTERISTICS |  |  |
|--|--|--|
| %  | Job Duties in Order of Importance  | Knowledge, Skills & Abilities  |
| 40   | Evaluates effectiveness and risk of processes for the OIT Exchange environment. Recommends changes in the Exchange environment procedures to meet customer needs. Diagnoses, analyzes and resolves issues for Exchange customers and provides Tier II-III level support. | <b>Knowledge of:</b> (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) Microsoft NW Administration (e.g., Exchange installation, configuration & troubleshooting); (4) Active Synch; (5) Data Availability Group (DAG); (6) IT principles, methods & practices in Microsoft Exchange; (7) software distribution & configuration management tools & mechanisms; (8) PowerShell; (9) back-up & recovery techniques; (10) performance monitoring methods; (11) basic internet server maintenance techniques; (12) installation & configuration procedures; (13) system administration methods & procedures.<br><br><b>Skill for:</b> (14) reading comprehension; (15) speaking; (16) service orientation; (17) installation; (18) troubleshooting; (19) critical thinking; (20) operation monitoring; (21) judgment & decision making; (22) systems analysis (23) systems evaluations; (24) operation analysis; (25) identifying & specifying business requirements (26) using data recovery tools & techniques & systems evaluations; (27) complex problem solving; (28) assuring quality. |

|                   |  |                                    |         |
|-------------------|--|------------------------------------|---------|
| JOB CODE<br>69933 | List Position Numbers & Job Titles of Positions Directly Supervised: | SIGNATURE OF AGENCY REPRESENTATIVE | DATE    |
|                   |  | <i>Spencer Wood (pm)</i>           | 9/17/14 |

*S.P.D.  
10/22/14*

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AGENCY/DEPT ID DAS500000

DIVISION OR INSTITUTION  
Office of Information Technology

UNIT OR OFFICE  
Infrastructure Services Division

COUNTY OF EMPLOYMENT  
Franklin

This row is for Information Technology classifications ONLY

PRIMARY TECHNOLOGY (IT ONLY)  
Microsoft NW

SECONDARY TECHNOLOGY (IT ONLY)

POSITION NUMBER  
20006452

Reclassification     New Position     Update

Position Hyperlinked to   
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION  
Exchange Administrator

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

Permanent  
 Temporary  
 Intermittent

Classified  
 Unclassified  
 Essential

Overtime:  Eligible     Exempt

Bargaining Unit

If FLSA Exempt, exemption type:

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 TITLE  
Infrastructure Specialist 3

| %  | Job Duties in Order of Importance   | Knowledge, Skills & Abilities   |
|----|---|---|
| 40 | Evaluates and researches software solutions related to the exchange environment and provides feedback to management. Interfaces and performs work with other applications (e.g., SMTP relay & Exchange web services integration).   | <p><b>Ability to:</b> (29) prepare meaningful accurate &amp; concise reports; (30) stay abreast of current technologies in Microsoft Exchange; (31) define problems; (32) collect data; (33) establish facts &amp; draw valid conclusions; (34) provide expert technical advice, guidance, &amp; recommendations to management &amp; other technical specialists on critical Exchange issues.</p> <p><b>Knowledge of:</b> 1-13<br/><b>Skill for:</b> 14-28<br/><b>Ability to:</b> 29-34</p> |
| 20 | Assists in providing Exchange environment consultation and recommendations for implementation, ensuring services are not compromised. Provides technical IT leadership for integration of various related systems (e.g., external messaging systems for Transport Layer Security (TLS), transitioning message hygiene providers). Participates in and provides technical Exchange assistance to achieve project tasks/meet deadlines (eg., cloud migrations, centralization of email services, Office 365). | <p><b>Knowledge of:</b> 1-13<br/><b>Skill for:</b> 14-28<br/><b>Ability to:</b> 29-34</p>   |

*Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.*

SRD  
10/20/14

JOB CODE  
69933

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Spencer Wood*

9/17/14

**DEPARTMENT OF ADMINISTRATIVE SERVICES**  
**REQUEST TO FILL/CHANGE AUTHORIZATION (RFCA)**

16 OCT '14 AM 9:27

|  |                   |   |                                   |                  |               |                 |
|--|-------------------|---|-----------------------------------|------------------|---------------|-----------------|
| <b>Current Position:</b> <i>VAC-Keller</i> |                   |   | <b>Division:</b> OIT/ISD/Exchange |                  |               |                 |
| PN<br>20006452                             | Job Code<br>69933 | Job Code Title<br>Infrastructure Specialist 3 |                                   |                  |               |                 |
| Combo Code<br>DAS016545                    | Fund #<br>1330    | HCM DEPT. ID<br>DAS500000                     | FIN DEPT.<br>DAS505280            | PROGRAM<br>3709F | ALI<br>100607 | Pay Range<br>35 |

|                                    |          |                |                  |         |     |           |
|------------------------------------|----------|----------------|------------------|---------|-----|-----------|
| <b>Modification (if required):</b> |          |                | <b>Division:</b> |         |     |           |
| PN                                 | Job Code | Job Code Title |                  |         |     |           |
| Combo Code                         | Fund #   | HCM DEPT. ID   | FIN DEPT.        | PROGRAM | ALI | Pay Range |

**POSITION DESCRIPTION REQUESTS:**

- Post OHMS   
  FULL-TIME   
  Physical Address/Location Change: SOCC 3<sup>rd</sup> FL   
  Effective Date: *9/17/14*  
 Post Internal   
  PART-TIME   
  Supervisory Change:  
 Other   
  INTERMITTENT   
  PD Update  
 Does the position supervise?  NO  YES - # of positions:   
 Is the position within the division approved ceiling?  NO  YES

**POSITION JUSTIFICATION**

**1. Why is this position essential?**

To maintain the good working order of the State enterprise Email and associated Electronic messaging services.

**2. What is the impact to the agency's operations if this position is not filled? Specifically address functions mandated by the Ohio Revised Code that will not be completed if this position is not filled. Cite applicable ORC section(s) in the response.**

DAS will not be able to fulfill agency requests in relation to electronic communication needs and the consolidation efforts will be greatly impacted either slowed or stopped as a result.

**3. What is the estimated cost and funding source for this position? Include a statement of affordability in the response.**

This position is funded at \$118,946

(If necessary additional documents may be attached.)

|   |                 |                |                   |                 |                     |
|---|-----------------|----------------|-------------------|-----------------|---------------------|
| <b>REQUIRED APPROVALS:</b> <i>SEP 20/14</i> |                 |                |                   |                 |                     |
| <i>10-18-14</i>                             |                 | <i>11-7-14</i> |                   | <i>11-13-14</i> |                     |
| Date  | Deputy Director | Date           | Office of Finance | Date            | Director's Designee |
| <i>10/23/14</i>                             |                 | Comments:      |                   |                 |                     |
| Date  | Business Office |                |                   |                 |                     |

(March 27, 2013)

*EK  
MAH  
10/23/14*