

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Windows Services

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Network Administrator 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006461 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
45	Designs, implements, & maintains mission critical Windows 2003 or newer systems for assigned agencies requiring high level of reliability & availability in order to meet customer SLA (Service Level Agreement) objectives: evaluates server hardware & software & designs Windows configurations for assigned agency customers; configures, installs & maintains Windows servers within MS Active Directory environment for complex systems including load balancing, clustering, N-tier architectures & high security for secured server environment; designs, implements & maintains security for Windows systems & data backup/recovery plans; responsible for implementation & management of monitoring tools; assists in the administration & support of applications managed by the Office of Information Technology (OIT) Windows Systems Services (WSS) Group (e.g., Microsoft Exchange, e-mail archival, anti-virus/anti-spam products); designs, creates, & maintains custom scripts & produces reports for management & customers; installs, configures & maintains related software products used for anti-virus, backup/recovery, patch management, security monitoring, & reporting; provides Windows technical support & resolves complex or recurrent Windows system problems for customers; responds to production down & related issues 24 hours/day, 7 days/week, 365 days/year which requires call back, overtime, standby or on-call.	Knowledge of (1) Windows 2003 or newer systems; (2) Windows configurations (e.g., load balancing, clustering, & 3-tier architectures); (3) disaster recovery planning; (4) server data backup/recovery using Tivoli Storage Manager; (5) customer service; (6) Microsoft web services; (7) Microsoft Exchange; (8) anti-virus/anti-spam products Skill in (9) operation of microcomputers, local area networks & peripheral equipment; (10) installing, configuring & working with Active Directory; (11) designing, creating & supporting custom scripts (e.g., Visual Basic, Windows Script Host); Ability to (12) relate Macintosh & UNIX systems to Windows systems; (13) define problems, collect data, establish facts & solve technical issues; (14) recognize data security threats & take appropriate action; (15) interpret extensive variety of technical material in books, journals & manuals; (16) respond to production down & related issues on 24X7 basis; (17) security environments.

POSITION NUMBER
20006452

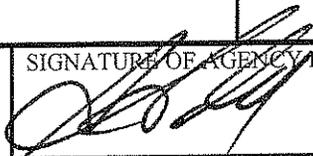
JOB CODE TITLE
Network Administrator 3

JOB CODE
67133

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



7/21/04

Apd 8-13-08 CB

