POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/UNS	Franklin
This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY) QOS Multi-Service networking	SECONDARY TECHNOLOGY (IT ONLY) Router/Switch; WAN; Security Monitoring

POSITION NUMBER
20006455

☒ 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
☐ Temporary
☐ Intermittent

☒ Classified
☐ Unclassified
☐ Essential

Overtime: ☒ Eligible ☐ Exempt

If FLSA Exempt, exemption type:

Bargaining Unit 14
PR 34
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
4/10 HOUR DAYS (Friday, Saturday, Sunday & Monday = 8:00 AM to 7:00 PM)

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932

HPD 3/3/16

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	Responsible for providing technical support for all state agency computer systems and networks connected to the Office of Information Technology (OIT), Unified Network Services (UNS) Local-Area Networks (LAN) and Wide-Area Networks (WAN) for access to resources connected to the Ohio One Network and the Internet. Assist with Tier 2 engineer's support network equipment and facilities connected to Ohio One Network together for communication and/or information sharing, may include day to day network processes and operations, monitoring network traffic, monitoring network processes and managing devices connected the network. Will also: • Installs, maintain, configures, upgrade and administer network devices • Utilize HP Open View NNMI, ORION Solar Winds and AccelOps monitoring software • Diagnose, analyze and resolve network customer issues • Provide Tier 2 network (Data and VoIP) customer support • Conduct performance monitoring and tuning on network equipment • Develop stand-by reports, production incident reports and problem logs • Promote system security through adherence to established security polices and standards • Promote ITIL Guidelines by receiving training and adhering to established processes • Maintain and/or use network troubleshooting utilities (i.e. stateip, phone, DNS restart scripts, etc.) • Receive training and orientation from advanced network staff on new technologies and standards	**Knowledge of:** (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) WAN Tools (e.g., Telent & SSH Client); (4) IT principles, methods & practices in WAN (e.g. DNS, NAT, TCP/IP, OSI Layers 2 & 3, UDP, & VLAN); (5) software distribution tools & configuration management & mechanisms; (6) organizations operation environment, topology, & protocols; (7) back-up & recovery techniques; (8) performance monitoring methods; (9) installation & configuration procedures; (10) system administration methods & procedures; (11) operating systems installation & configuration procedures. **Skill for:** (12) service orientation; (13) installation; (14) troubleshooting; (15) critical thinking; (16) operation monitoring; (17) judgment & decision making; (18) systems analysis (19) operation analysis; (20) identifying & specifying business requirements; (21) using data recovery tools & techniques; (22) systems evaluation & complex problem solving. **Ability to:** (23) prepare meaningful accurate & concise reports; (24) stay abreast of current technologies in area of IT assigned; (25) define problems, collect data, establish facts & draw valid conclusions.

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		1/12/16

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
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POSITION NUMBER
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Position Hyperlinked to ☐ Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
SEE TABLE OF ORGANIZATION

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☐ Temporary
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☐ Unclassified
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Bargaining Unit 14
PR 34
Page 2 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
4/10 HOUR DAYS (Friday, Saturday, Sunday & Monday = 8:00 AM to 7:00 PM)

JOB TITLE
Infrastructure Specialist 2

JOB CODE
69932

APD 3/3/16 D

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	Reviews and monitors enterprise security systems; takes appropriate action and responds to alarms/alerts per agency policy and procedure (e.g., anti-virus, spam). Interfaces with other platforms from a hardware and/or software perspective. Answers questions and presents informal mentorship opportunities to peers and/or lower-level staff via conversation, observation or technical documentation. Will also be responsible for: • Troubleshooting & problem resolution • Implementation of changes provided by the Planning and Engineering Group • Network monitoring and support • After Hours Standby (5pm-7am and weekends) • Network Installations (LAN, WAN) • Onsite customer support • Security Incident Support via the Customer Service Center (firewalls, virus, worms, IDS, spam) • VoIP Support • E-mail Processing • Incident Management (Creation, Updating, Status and Customer Communication) via ServiceNow • Configuration and support of Secure Authentication Services (RSA/ACS/Duo Security) • Participation in Change Management process • Maintain functional drawings and documentation • Inventory management and equipment salvage preparation *Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.*	**Knowledge of** 1-11 **Skill in** 12-22 **Ability to** 23-25

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		1/12/16