

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS500000

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/UNS

COUNTY OF EMPLOYMENT
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
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NORMAL WORKING HOURS (Explain unusual or rotating shift):
Monday – Friday (3:00 PM to 11:30 PM)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

JOB TITLE
Infrastructure Specialist 2

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 to 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 policies 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., Telnet & 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.

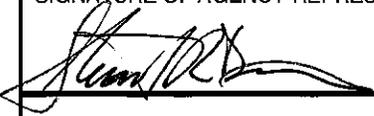
Ability to: (23) prepare meaningful accurate & concise reports; (24) stay abreast of current technologies in area of IT assigned; (25) define problems, collect data, establish facts & draw valid conclusions.

JOB CODE
69932
APD 3/3/16 ds

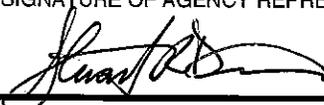
List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



1/12/16

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DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/UNS	COUNTY OF EMPLOYMENT 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 JOB TITLE Infrastructure Specialist 2 JOB CODE 69932	<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 SEE TABLE OF ORGANIZATION
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NORMAL WORKING HOURS (Explain unusual or rotating shift): Monday – Friday (3:00 PM to 11:00 PM)		
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	<p>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:</p> <ul style="list-style-type: none"> • 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 <p><i>Job duty, knowledge, skill, and ability statements at a lower-level are understood to be able to be performed at any higher level.</i></p>	<p>Knowledge of 1-11 Skill in 12-22 Ability to 23-25</p>
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 
		DATE 1/12/16