

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Windows System Services

POSITION NUMBER
20006461

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Network Administration Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006460 Information Technology Manager 2

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Duties in Order of Importance	Minimum Acceptable Characteristic
70	Responsible for the overall design, implementation, maintenance & operation of the Infrastructure Services Division Lotus Notes & Microsoft Exchange services: ensures system is operational 24X7 which requires response to system issues 24 hours/day, 7 days/week, 365 days/year; supervises lower-level staff (e.g., approves leave, prepares schedules, evaluates work performance, initiates discipline when necessary); may be required to carry cell phone or wear pager; reviews software functionality, section procedures & documentation; monitors work in progress; assigns & prioritizes tasks & projects; assists staff in resolving difficult problems; answers technical questions regarding Lotus Notes, Microsoft Exchange, automated mailing lists, Active Directory & Windows servers; establishes & enforces unit policies, standards, procedures; conducts staff meetings; prepares unit budget & participates in long range planning; evaluates & purchases necessary software & software upgrades; maintains state-of-the-art awareness of current vendor offerings & standards; attends seminars & conferences; acts as liaison to other technical sections & departments.	Knowledge in (1) Windows NT operating system, NT server management & server maintenance procedures; (2) Lotus Notes & Microsoft Exchange software & software management procedures; (3) budget preparation & long range planning; (4) networking components & protocols; (5) agency purchasing procedures*; (6) NT server management; (7) project management; (8) supervisory principles & techniques; (9) budgeting; (10) employee training & development; Skill in (11) operation of personal computer and associated hardware & software (e.g., Lotus Notes, Microsoft Exchange, Active Directory & Windows operating systems; Ability to (12) manage multiple projects; (13) comprehend & discuss large number of technical variables & determine course of action; (14) cooperate with co-workers on group projects; (15) resolve complaints from network users; (16) establish friendly atmosphere as supervisor; (17) carry cell phone or wear pager; (18) diagnose & resolve system problems promptly to minimize down time.
30	Responsible for the design, setup, configuration & management of Windows servers: assists staff with the configuration & installation of servers, server security, documentation, disk configuration, backups, network connectivity, redundancy, operating system upgrades, software patches & service packs; assists staff in troubleshooting & resolving server problems & customer issues; maintains contact with customers; provides technical advice to management. Must submit to & pass personal background check & works as essential employee. Required to attend training to maintain network certifications.	Knowledge in 1, 2, 3, 4, 5*, 6, 7, Skill in 11 Ability to 12, 13, 14, 15, 16, 17, 18. *developed after employment

JOB CODE TITLE
Network Administration Manager

JOB CODE
67136

List Position Numbers and Class Titles of Positions Directly Supervised:
 20006452 Network Administrator 3 20006464 Network Administrator 3
 20006462 Systems Analyst I 20072369 Network Administrator 3
 20006463 Systems Analyst I

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



9/14/09

App 9-13-08 CB