

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Office of Information Technology

DIVISION OR INSTITUTION  
Service Delivery Division

UNIT OR OFFICE  
Enterprise Computing

POSITION NUMBER  
20006492 (41890.0)

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
IT Manager 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006474 (41870.0) 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

Page 1 of 2

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
70	<p>Under administrative direction, supervises technology analysts engaged in installing, maintaining &amp; integrating computer security software (e.g., RACF), &amp; directory services (e.g., LADP) &amp; installing configuring &amp; administering cross platform middleware (e.g., MQSeries &amp; WebSphere): responds to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back within defined response time &amp;/or overtime according to service level agreement for each customer; responsible for analysis, selection, installation &amp; maintenance of computer software executed on UNIX or Windows platforms (i.e., UNIX on OS390 or Z/OS, &amp; Windows/NT) that support wide variety of customer agencies on multiple platforms; assigns projects to staff &amp; ensures they have resources &amp; training required to complete tasks correctly &amp; on schedule; monitors &amp; evaluates job performance of each section member; makes recommendations to improve job performance including suggestions for training classes &amp; seminars; writes position descriptions &amp; postings for new or vacant positions, interviews applicants, makes hiring recommendations; provides assistance &amp; staff guidance with determination &amp; resolution of software problems that occur; performs administrative functions such as approval of requests for leave, time reports &amp; completes performance evaluations; participates in development of service level agreements, section budgets, business plans, services rate development; ensures fiscal control (i.e., monitors section's expenditures &amp; overtime usage).</p>	<p>Knowledge of (1) budget preparation; (2) management; (3) computer security software (RACF); (4) IBM Job Control Language; (5) LDAP directories; (6) cross-platform middleware (MQ Series, WebSphere); (7) computer operating systems (UNIX, ZOS/OS390, Windows/NT); (8) workforce planning; (9) TCP/IP networking &amp; security; (10) agency policies, procedures &amp; standards relative to the installation, testing &amp; maintenance of systems software*; (11) interviewing; Skill in (12) operation mainframe &amp; personal computer hardware &amp; software; Ability to (13) understand computer hardware &amp; software; (14) understand complex computer networks; (15) interpret a variety of instructions in written, oral, picture or schedule form; (16) define problems, collect data, establish facts &amp; draw valid conclusions; (17) interpret &amp; understand extensive variety of technical material from books, manuals &amp; websites; (18) deal with many variables &amp; determine specific corrective actions; (19) respond to related issues 24 hours per day, 7 days per week, 365 days per year, which requires call back within defined response time &amp;/or overtime according to service level agreement for each customer.</p> <p>*developed after employment</p>

JOB CODE TITLE  
Information Technology Manager 2

*Apr 3-6-07 CB*

JOB CODE  
64133

List Position Numbers and Class Titles of Positions Directly Supervised:  
20006493 (41892.0) Sys Anl 2  
20006494 (41896.0) IT Consultant 2

SIGNATURE OF AGENCY REPRESENTATIVE  
*Gregory L Mounts*

DATE  
*2/24/07*

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Office of Information Technology

DIVISION OR INSTITUTION  
Service Delivery Division

UNIT OR OFFICE  
Enterprise Computing

POSITION NUMBER  
20006492 (41890.0)

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
IT Manager 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
20006474 (41870.0) 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

Page 2 of 2

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Analyzes customer requirements & makes recommendations as to software required to fulfill those requirements: monitors system performance & security exceptions using several hardware & software tools; creates statistical reports related to security & usage to customers & management; recommends & coordinates software upgrades & changes to insure software is at proper service levels & in compliance with vendor guidelines; provides instructions to operators, customers & other members of technical staff relative to computer hardware & software; controls, directs & schedules software changes to maximize system availability.	Knowledge of 3, 4, 6, 7, 9, (20) computing systems analysis; (21) Computer system & security monitoring. Skill in 12. Ability to 13, 14, 15, (22) prepare meaningful, concise & accurate status reports.
10	Assists non-technical staff & customers in resolving problems with hardware & software: contacts vendor support to resolve problems with hardware or software, makes required corrections; supplies management with technical information & assistance as required; represents management at various meetings & seminars; attends classes & remains current relative to computer hardware & software.  Must submit to & pass personal background check & works as essential employee.	Knowledge of 3, 4, 6, 7, 9, 16, 17, (23) customer service techniques. Skill in 12. Ability to 13, 14, 15, 16, 17, 18.  <u>Position Specific Minimum Qualifications</u> 36 mos. exp. installing, maintaining & integrating cross platform security software (e.g., RACF, LDAP directories);  24 mos. exp. installing, configuring & administering middleware server software (e.g., MQ Series, WebSphere);  12 mos. exp. using computer operating systems (e.g., Windows/NT operating systems, UNIX on OS/390 or Z/OS).  *developed after employment

JOB CODE TITLE  
Information Technology Manager 2

*Apr 3-6-07 CB*

JOB CODE  
64133

List Position Numbers and Class Titles of Positions Directly Supervised:

20006493 (41892.0) Sys Anl 2  
20006494 (41896.0) IT Consultant 2

SIGNATURE OF AGENCY REPRESENTATIVE

*Gregory J. Mountz*

DATE

*2/28/07*