

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Ohio Administrative Knowledge System

UNIT OR OFFICE
Unified Network: OAKS Infrastructure

POSITION NUMBER
20074146

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION: Network Administrator
POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20006469 Network Administration Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift): Intermittent up to 1000 hrs per fiscal year Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Monitors & maintains local area computer network (LAN) for the Ohio Administrative Knowledge System (i.e., OAKS running on PeopleSoft application: runs network diagnostics; manages network file, prints & dynamic host configuration protocol (DHCP) functions & DNS setup; creates & maintains user connectivity; creates user accounts based on established protocols; assigns security rights for users & work groups; creates user private directory based on adopted standards; coordinates network & application software upgrades & monitors licenses; responds to network issues 24 hrs/day, 7 days/week which requires standby, overtime or call back; may be required to carry cell phone or wear pager.	Knowledge of (1) information technology systems; (2) application & network security fundamentals; (3) network administration; (4) system hardware maintenance; (5) Windows operating system; (6) PeopleSoft tools & technologies (e.g., PeopleTools) (7) customer relations; (8) LAN/WAN; Skill in (9) operation of personal computer, associated hardware & software; (10) use of hand tools; Ability to (11) comprehend extensive variety of technical material; (12) define problems, collect data, establish facts & resolve technical problems; (13) cooperate with co-workers on team projects; (14) respond to system network issues on 24X7 basis, (15) carry cell phone or wear pager..
35	Provides first-level help desk support: serves as initial contact for customer hardware/software problems; interviews customer to determine nature & extent of problem; prioritizes, documents & troubleshoots the problem (e.g., password resets, error messages, hardware functionality); provides macro, script, application automation solutions to software problems; assists configuration of Windows mobile devices (e.g., Treo, BlackBerry); directs issues to appropriate higher-level network administrators for resolution in order to learn network infrastructure & develop & enhance ability to monitor & maintain data communications systems, equipment & provide network support.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, 10 Ability to 11, 12, 13, 14, 15.

Appl 9-24-07 CB

JOB CODE TITLE
Network Administrator 1

JOB CODE
67131

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



9.7.07

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
35	Unpacks, sets up & configures personal computers: develops system images to expedite the rollout of new computers; assists higher-level network administrators in developing plans or installation, upgrading &/or removing data communications equipment &/or services; re-searches & reviews open source alternatives for current applications; recovers data from failed drives; cleanses surplus equipment to ensure complete data removal from any hard drive.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, 10 Ability to 11, 12, 13, 14, 15.
5	Performs other related duties as needed: attends seminars &/or classes for training in data communications services &/or network administration; performs other duties as assigned.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9 Ability to 11, 13.

Position is in unclassified service per 124:11(A)(29) of Ohio Revised Code.

Apd 9-24-07 CB

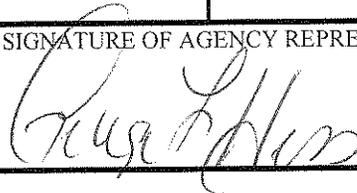
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