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
20074147

JOB CODE TITLE
Network Administrator 1

JOB CODE
67131

☒ 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

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.

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE
9-707

Appd 9-24-07 CB

POSITION DESCRIPTION

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20006469 Network Administration Manager

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Intermittent up to 1000 hrs per fiscal year

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 administra-tion; 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.	

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

Appd 9-24-07 CB