

POSITION DESCRIPTION		AGENCY/DEPT ID DAS 505340
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Unified Network - Network Logistics	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20075361	<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 IT Consultant 2	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006384 Data Systems Administrator	
	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt	Bargaining Unit 14	
<input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input type="checkbox"/> Unclassified <input type="checkbox"/> Essential	If FLSA Exempt, exemption type:	
NORMAL WORKING HOURS (Explain unusual or rotating shift): FROM: 8:00 a.m. TO: 5:00 p.m.			

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
50	Provides technical advice & guidance to information technology personnel at middle & top management levels regarding enterprise telecommunications network projects: utilizes enterprise telecommunications network systems technologies (e.g., HP OpenView, IBM Tivoli, CA Unicenter) to provide technical interagency network project support; manages multiple phases of projects for delivery of information technology (IT) network process improvements & services for high-level state agency customers to enable organizations to more effectively manage their infrastructure; coordinates multiagency IT service projects such as OAKS & Broadband Ohio; synchronizes all service related groups within project framework to save money, limit duplication of services & ensure that adequate service levels are provided to project customers; participates in establishing systems & programming standards, plans & monitors systems projects & activities which may include asset management, change management, provisioning, & systems integration; determines if project changes need to be made for optimum service delivery; develops key project process improvements to ensure that customers consistently receive quality services from Unified Network Services (UNS) & vendors who meet established performance & quality criteria; makes recommendations for modifications to coordinate projects for purpose of standardizing implementation of policy across project &/or agencies; develops &/or directs development & implementation of planning documents; provides network service project process reports to management & customers; assists superiors with long range-planning; analyzes network management project costs & affect on budgets; evaluates software &/or hardware products for acquisition; monitors equipment purchases, inventory levels & system maintenance; meets with staff to discuss projects & resolves technical problems; if needed makes project presentations to organization management to educate & market benefits of changes.	Knowledge of (1) project management; (2) enterprise telecommunications network systems (e.g., voice & data) analysis & design; (3) time management; (4) electronic enterprise telecommunications network data processing systems (e.g., telecommunications, telecommunications circuit design, telephony, electronic messaging, voice, data); 5) enterprise telecommunications network systems technologies (e.g., HP OpenView, IBM Tivoli, CA Unicenter (6) public relations; (7) agency policies & procedures*; Skill in (8) operation of personal computer (e.g., IBM compatible & Apple PC); Ability to (9) deal with problems involving several variables in familiar context; (10) interpret variety of instructions in written, oral, picture or schedule form.

*developed after employment.

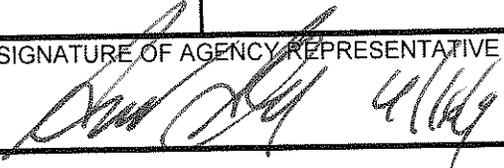
Apd 4-20-09 CB

JOB CODE TITLE
Information Technology Consultant 2

JOB CODE
64162

List Position Numbers & Job Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE



DATE

POSITION DESCRIPTION		AGENCY/DEPT ID Department of Administrative Services DAS505340
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE Unified Network- Network Logistics	COUNTY OF EMPLOYMENT Franklin

POSITION NUMBER 20075361	<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 IT Consultant 2	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006384 Data Systems Administrator
	<input checked="" type="checkbox"/> Permanent <input type="checkbox"/> Temporary <input type="checkbox"/> Intermittent	<input checked="" type="checkbox"/> Classified <input type="checkbox"/> Unclassified

Bargaining Unit 14
Page 2 of 2

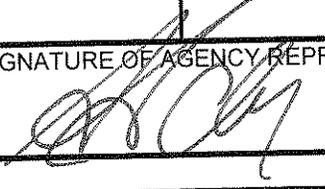
NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 a.m. TO: 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
30	Acts as liaison between UNS & customers to ensure service/project expectations are met: establishes & maintains contact with state agency administrators & representatives; determines state agency expectations for Network Services' project offerings; reviews agency IT plans & recommends solutions to customers to standardize telecommunication needs for the entire state network; assists customers with tools & reports to indicate service level measurements are being met; works with contract administrators, customers & vendors to ensure that customers are receiving services to meet their project needs.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9 Skill in 10 Ability to 11, 12
20	Researches & analyzes network project solutions & industry trends for purpose of ensuring superior network services: works in concert with operations & planning management in reviewing proposed & ordered services by agencies for compliance to industry & agency standards; assists with establishing engineering, technical, & business objectives for the project in the use of network management technologies; resolves complex network business, customer service; attends technical conferences for purpose of evaluating network technologies to ensure quality network services.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9 Skill in 10 Ability to 11, 12
Must submit to & pass personal background check		*developed after employment

Apd 4-20-09

JOB CODE TITLE
Information Technology Consultant 2

JOB CODE
64162

List Position Numbers & Job Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE	DATE
		4/16/09