# POSITION DESCRIPTION

| AGENCY/DEPT ID | | |
|---|---|---|
| DAS510120 | | |
| DIVISION OR INSTITUTION<br>Office of Information Technology | UNIT OR OFFICE<br>OAKS/Project Management Office | COUNTY OF EMPLOYMENT<br>Franklin |

POSITION NUMBE 20075560

JOB CODE TITLE Information Technology Consultant 3

JOB CODE 64163

APD 10-16-13

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

| USUAL WORKING TITLE OF POSITION | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR |
|---|---|
| Technical Architect | SEE TABLE OF ORGANIZATION CHART |

| | | | |
|---|---|---|---|
| ☒ Permanent<br>☐ Temporary<br>☐ Intermittent | ☒ Classified<br>☐ Unclassified<br>☐ Essential | Overtime: ☐ Eligible ☒ Exempt<br>If FLSA Exempt, exemption type: | Bargaining Unit 22<br>PR 17<br>Page 1 of 3 |

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

## JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities |
|---|---|---|
| 10 | **Provides technical advice & direction to the Ohio Administrative Knowledge System (i.e. OAKS) administrators.** Defines technical architecture strategy; Assesses operations and recommends improvement or replacement initiatives to achieve OAKS system performance and service objectives; Ensures proper evaluation, selection, installation, maintenance and utilization of all OAKS related infrastructure components. | **Knowledge of**: (1) OAKS enterprise applications (e.g., CRM, FIN, HCM, ELM & EPM infrastructure); (2) third-party applications that support OAKS (e.g., how they operate, how they're supported); (3) System operation, issue resolution, & maintenance; (4) problem resolution techniques; (5) technical & development architectures; (6) application technologies (e.g., Windows server, UNIX, Oracle RDBMS, RAC, ASM, SAN, networks) ; (7) data warehouse operations & configuration; (8) public relations & customer service techniques.<br>**Skill in**: (9) operation of personal computer & associated hardware and software ;<br>**Ability to**: (10) analyze multiple proposed initiatives or solutions simultaneously; (11) meet established schedules & deadlines in an organized manner; (12) interface with all personnel & relate system capabilities to business issues; (13) engage on a matrix-basis & provide thoughtful leadership & influence in a team environment; (14) translate technical information into easily understood information; (15) manage conflict situations & effect positive resolution; (16) prepare meaningful, concise, & accurate reports; (17) prepare & present information to diverse groups; (18) implement strategic plans; (19) integrate diverse systems of record into conformed dimensions & fact tables; (20) communicate orally & in writing with diverse groups; (21) identify & initiate documentation; (22) integrate design systems of record into conformed dimensions & fact tables; (23) work from an organizational perspective; (24) work independently & as a contributing, collaborative team member; (25) partner with clients & staff in developing/maintaining long-term supportive relationships; (26) organize time |

| List Position Numbers & Job Titles of Positions Directly Supervised: | SIGNATURE OF AGENCY REPRESENTATIVE | DATE |
|---|---|---|
| | | 10/7/13 |

# POSITION DESCRIPTION

| | | |
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| | | AGENCY/DEPT ID<br>DAS510120 |
| DIVISION OR INSTITUTION<br>Office of Information Technology | UNIT OR OFFICE<br>OAKS | COUNTY OF EMPLOYMENT<br>Franklin |

POSITION NUMBE 20075560

JOB CODE TITLE Information Technology Consultant 3

JOB CODE 64163

APD 10-16-17 [illegible]

☐ Reclassification ☐ New Position ☒ Update

Position Hyperlinked to ☐ Agency Organizational Tree

| USUAL WORKING TITLE OF POSITION | POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR |
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NORMAL WORKING HOURS (Explain unusual or rotating shift):
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

| % | Job Duties in Order of Importance | Knowledge, Skills & Abilities |
|---|---|---|
| | | effectively, determine priorities, & move work forward; (27) assess effectiveness of processes & procedures & recommend improvements. |
| 25 | **Assists in managing and validating the performance of the Managed Services Provider (MSP).** Monitors and validates the ongoing technical performance of the OAKS systems ; Facilitates technical discussions between OAKS administrators and the MSP; Assists in architecting and troubleshooting Oracle enterprise applications, Windows server & UNIX, databases (i.e., Oracle RDBMS & RAC using ASM on SAN), and networks;; Ensures use of resources is optimized (e.g. VM's are appropriately rationalized, storage is allocated effectively, environments are set up and decommissioned on a timely basis, etc.); Develops and maintains technical performance dashboards for use by OAKS administrators; Assists in review of SLA/SLO performance by the MSP; Assists with preparation of estimates for new technology architecture enhancements, including liaising with vendors; Ensures that technical documentation is kept up-to-date; maintains accuracy of vendor RACI's. | **Knowledge of** 1, 2, 3, 4, 5, 6, 7, 8<br>**Skill in** 9<br>**Ability to** 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27. |
| 25 | **Manages Technical Projects.** Maintains a log of technical issues and remediation projects; Leads collaboration with MSP, OIT and Security to drive completion of identified projects; Reviews and approves technical designs; Creates work plans and reports status in leadership meetings and in written status reports; Validates that technical Production Acceptance Criteria (i.e. PAC) are met by project teams; Maintains the OAKS Technical Roadmap document in lock-step with the OAKS Business Roadmap; Validates technical component performance during Disaster Recovery testing. | **Knowledge of** 1, 2, 3, 4, 5, 6, 7, 8<br>**Skill in** 9<br>**Ability to** 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27. |
| 10 | **Acts as the lead technical representative on the Change Advisory Board.** Evaluates and approves proposed technical architecture changes, break/fix approaches, planned enhancements, and change requests that impact the OAKS technical environment(s). | **Knowledge of** 1, 2, 3, 4, 5, 6, 7, 8<br>**Skill in** 9<br>**Ability to** 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27. |

| List Position Numbers & Job Titles of Positions Directly Supervised: | SIGNATURE OF AGENCY REPRESENTATIVE | DATE |
|---|---|---|
| | [signature] | 10/7/13 |

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POSITION NUMBE 20075560

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APD 10-16-13

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Position Hyperlinked to ☐ Agency Organizational Tree

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| Technical Architect | SEE TABLE OF ORGANIZATION CHART |

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NORMAL WORKING HOURS (Explain unusual or rotating shift):
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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

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| 20 | **Supports OAKS business roadmap initiatives.** Helps define technical requirements based on the functional requirements for projects; Reviews and approves technical designs; Leads or participates in setting service levels for the applications; Recommends specific tools, assets & third-party capabilities that support the portfolio of applications; Helps drive technical solutions for business problems & requirements for existing & new system components; Ensures that project technology solutions and designs are consistent with overall OAKS architectures and maximize the scope of services provided by the MSP; Assists in managing technical aspects of project work efforts; Documents project technical activities; Develops technical work plans and estimates for planned projects; Works with OAKS and third-party vendors to estimate & procure required technical staffing, skills, & other resources; Coordinates with project teams & MSP to assimilate new projects and technical components into the existing OAKS technical architecture and support processes. | **Knowledge of** 1, 2, 3, 4, 5, 6, 7, 8<br>**Skill in** 9<br>**Ability to** 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27. |
| 5 | **Supports vendor relationship management**. Establishes and maintains collaborative relationships with critical technology vendor partners; Assists in renewal of support licensing; Escalates and resolves vendor support deficiencies; Conducts monthly relationship management meetings with critical OAKS vendors. | **Knowledge of** 1, 2, 3, 4, 5, 6, 7, 8<br>**Skill in** 9<br>**Ability to** 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27. |
| 5 | **Supports customer relationship management**. Builds strong customer & peer relationships; Manages expectations at all levels with customers/end users; vendors, executive sponsors and teams; Communicates effectively with managed services staff, business sponsors, other OIT/OAKS, Security personnel, and project and service assurance groups; Communicates accurate & useful status reports to OAKS team leads and administrators on a timely basis; Anticipates issues and proactively resolves them; Prepares contingencies, scenarios, scenario plans & action items to resolve issues; Identifies & initiates continuous improvements; Instills commitment to quality, customer service, ownership, and teamwork; Drives performance improvements with the MSP. Performs other related duties as assigned. | **Knowledge of** 1, 2, 3, 4, 5, 6, 7, 8<br>**Skill in** 9<br>**Ability to** 10, 11, 12, 13, 14, 15, 16, 17, 18, 19, 20, 21, 22, 23, 24, 25, 26, 27. |

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