

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY Department of Administrative Services
DIVISION OR INSTITUTION Office of Information Technology
UNIT OR OFFICE ISD/Unified Network – Network Operations

POSITION NUMBER
20075568

JOB CODE TITLE
Information Technology Consultant 2

JOB CODE
64162

Appd 5-20-08 CB

State Agency County Agency New Position Change County of Employment: Franklin

USUAL WORKING TITLE OF POSITION: Information Technology Consultant 2 POSITION NO AND TITLE OF IMMEDIATE SUPERVISOR: 20006389, Network Administration Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift): 8:00 a.m. - 5:00 p.m. Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Provides technical expertise & support for all state agency computer systems & networks connected to Office of Information Technology (OIT), Unified Network Services Local-Area Network (LAN) and Wide-Area Network (WAN) to ensure agencies' computers & networks can exchange information using TCP/IP (e.g., file transfer, electronic data interchange, computer network management) within an agency network, between state agency networks & across Internet via WAN or State of Ohio's Virtual Private Network: responds to incoming calls to Ohio Customer Service & Security Center (OCSSC); independently analyzes & resolves complex problems involving router, TCP/IP, Cisco IOS (Internet Operating System), switches, LAN/WAN interconnectivity, firewalls, virtual private networks, load balancers, high availability networks & telecommunications facilities by troubleshooting & isolating problem & taking corrective action (e.g., repairing hardware, directing & monitoring vendor repair of hardware, re-configuring hardware &/or software); monitors network systems & makes pro-active calls to agencies when there is unusual activity; responds to network issues 24 hours/day, 7 days/week which may require standby, overtime or call back; may be required to carry cell phone or wear pager.	Knowledge of (1) TCP/IP Protocol, switches, firewalls, virtual private networks & network load balancers; (2) telecommunications facilities (56K, T1, DS3); (3) Domain Name Service (DNS); (4) router hardware in LAN/WAN environment; (5) computer science, telecommunications, & inter-networking; (6) personal computer software & hardware products; (7) operating systems (UNIX, VMS, Windows NT, Cisco IOS); (8) network management software (HP Openview*, Cisco CWSI*). Skill in (9) network systems analysis & design. Ability to (10) communicate technical information to technical & non-technical personnel; (11) understand technical documents pertaining to telecommunications, inter-networking &/or computer science concepts; (12) comprehend non-verbal symbols to interpret & create network topology schematics; (13) define problems, collect data, establish facts & draw valid conclusions; (14) solve most problems independently; (15) maintain accurate records.
35	Provides technical expertise & support to all state agency computer systems & network administrators in design & engineering of state computer networks: consults with agency personnel to determine project requirements; researches network systems hardware & software technology to gather cost information to provide quotes to agencies; develops detailed, technical procurement specifications for customer agencies; researches new network systems technologies to keep agencies abreast of available & appropriate solutions; researches & recommends purchases of computer hardware/software to managers & agencies; installs, tests & implements network systems hardware/software (e.g., IBM compatible, UNIX based, Digital Equipment based & Apple) to ensure network hardware & software can communicate; makes recommendations to manager on rates to charge customers.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, Ability to 10, 11, 12, 13, 14, 15. *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised: _____

SIGNATURE OF AGENCY REPRESENTATIVE:  DATE: 5/8/08

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State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
Information Technology Consultant 2 20006389 Network Administration Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. Page 2 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Acts as group leader of Unified Network Services' OCSSC responsible for operational & design decisions pertaining to network: provides guidance to lower-level information technology & telecommunications personnel; gives technical direction to suppliers; dispatches technical personnel to customer locations.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, Ability to 10, 11, 12, 13, 14, 15.
5	Provides support for Unified Network Services-Network Operations servers & internal applications: maintains (e.g., repairs, communicates with vendors, installs) computer hardware & peripheral equipment; maintains (e.g., modifies) internally developed applications; inventories equipment & supplies for Unified Network Services-Network Operations unit; procures (e.g., writes purchase orders, receives merchandise) needed equipment & supplies for Unified Network Services-Network Operations unit.	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, Ability to 10, 11, 12, 13, 14, 15.</p> <p><u>Position Specific Minimum Qualifications:</u></p> <p>36 mos. trg. or. exp. using TCP/IP in LAN/WAN environment;</p> <p>36 mos. exp. working with LAN/WAN interconnectivity, firewalls, virtual private networks & telecommunications facilities</p> <p>*developed after employment</p>

Must submit to & pass personal background check & works as essential employee.

JOB CODE TITLE
64162 apr 15-20-0808 Information Technology Consultant 2

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

2/5/06