

POSITION DESCRIPTION		AGENCY/DEPT ID DAS500000
DIVISION OR INSTITUTION Office of Information Technology	UNIT OR OFFICE ISD/Network Services	COUNTY OF EMPLOYMENT Franklin
This row is for Information Technology classifications ONLY	PRIMARY TECHNOLOGY (IT ONLY) QOS Multi-Service networking	SECONDARY TECHNOLOGY (IT ONLY) Router/Switch; WAN; Security Monitoring
POSITION NUMBER 20075709 JOB TITLE Infrastructure Specialist 3 JOB CODE AND 7-14-15 VMS 69933	<input type="checkbox"/> Reclassification <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Update	
	Position Hyperlinked to <input type="checkbox"/> Agency Organizational Tree	
	USUAL WORKING TITLE OF POSITION	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR SEE TABLE OF ORGANIZATION
	<input checked="" type="checkbox"/> Permanent <input checked="" type="checkbox"/> Classified <input type="checkbox"/> Temporary <input type="checkbox"/> Unclassified <input type="checkbox"/> Intermittent <input type="checkbox"/> Essential	Overtime: <input checked="" type="checkbox"/> Eligible <input type="checkbox"/> Exempt If FLSA Exempt, exemption type:
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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
40	Evaluates effectiveness and risk of IT processes. Recommends changes in IT procedures to meet customer needs. Acts as a technical liaison to State of Ohio agencies for the Voice of Internet Protocol (VoIP) implementation. Will be responsible for coordinating voice network design between the State of Ohio Network and the State of Ohio's selected VoIP provider.	Knowledge of: (1) oral & written communication tools & techniques; (2) customer support & personal service technical writing & documentation practices; (3) state & agency policy, procedures & applicable laws*; (4) mathematical principles relative to assigned area in IT; (5) telecommunications; (6) capabilities & applications of network equipment including hubs, routers, switches, bridges, servers, & related hardware; (7) IT principles, methods & practices in assigned specialty area;; (8) organizations operation environment, topology, & protocols; (9) local area & wide area networking principles & concepts; (10) local area & wide area networking principles & concepts such as subnetting & supernetting; (11) performance monitoring methods; (12) basic internet server maintenance techniques; (13) installation & configuration procedures; (14) operating systems installation & configuration procedures; (15) technology design; (16) technology design techniques; (17) QOS Multi-Service networking; (18) Router/Switch; (19) WAN; (20) Security Monitoring; (21) Voice over Internet Protocol (VoIP) technology. Skill in (22) reading comprehension; (23) service orientation; (24) installation; (25) troubleshooting; (26) critical thinking; (27) operation monitoring; (28) judgment & decision making; (29) systems analysis (30) systems evaluations; (31) operation analysis; (32) identifying & specifying business requirements, using data recovery tools & techniques & systems evaluation; (33) complex problem solving; (34) assuring quality; (35) Voice over Internet Protocol (VoIP) technology.
*developed after employment		
List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 
		DATE 5-1-15

