

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Administrative Support Division

UNIT OR OFFICE
Information Technology Services

POSITION NUMBER
20075736

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Minicomputer Operations Technician

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005482 Network Administrator Supervisor

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
75	<p>Under supervision of the Department of Administrative Services (DAS), Information Technology Services (ITS) Administrative Staff Manager, receives work objectives & guidance from senior Desktop Support Technicians to provide personal computer (PC) & peripheral help desk support at user-site or off-site locations on rotational basis & serves as initial contact for DAS ITS customers; interviews customers to determine nature & extent of issue; documents issues utilizing the ITS trouble ticket system; resolves issues or seeks assistance from senior technicians to achieve resolution; analyses, researches & resolves simple computer hardware & software problems (configuration; password resets, loading software applications, troubleshoots, unpacks, sets up, configures & fixes personal computers; disassembles & replaces internal parts; resolves software & peripheral issues); documents & maintains current PC, software & peripheral equipment inventory; researches & refers to technical documentation to assist higher-level information technology professionals in developing plans for installation, monitoring &/or maintaining, upgrade &/or removal of personal computer equipment &/or services; learns to review site documentation provided by state staff & vendors required for PC support & equipment; monitors PC connectivity to ensure data accessibility; ensures all circuits are in working order; runs simple network diagnostics; communicates network, LAN &/or WAN problems to senior network administrators; implements security policies.</p>	<p>Knowledge of (1) computer science, electronics, electronic data processing or related field; (2) microcomputer networking; (3) troubleshooting; (4) installation, repair & maintenance of personal computers &/or electronic data processing equipment; (5) customer relations; (6) inventory control; (7) agency purchasing/billing procedures.* Skill in (8) operation of personal computer & peripheral equipment & keyboard operations; (9) use of electronic testing equipment (e.g., cable analyzer, voltmeter) & hand tools. Ability to (10) comprehend extensive variety of technical material; (11) define problems, collect data, establish facts & resolve technical problems; (12) cooperate with co-workers on team projects.</p> <p>*developed after employment</p>

JOB CODE TITLE
Minicomputer Operations Technician

JOB CODE
64181

List Position Numbers & Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



5-14-2008

ARD 6-9-08

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Performs all necessary tasks to process new computer equipment & remove & replace other computer equipment (e.g., monitors, central processing units, keyboards): pulls, pushes, lifts or otherwise moves computer equipment weighing up to 50 lbs.; unpacks new computer equipment from cartons (e.g., loads cartons on cart & moves boxes to install location &/or loads cartons on cart & moves to processing area); installs computer equipment (e.g., lifts out of box & places on workstation; connects all cables); installs & configures application software & operating system; troubleshoots problems, updates inventory.	Knowledge of 1, 2, 3, 4, 5, 6, 7* Skill in 8, 9 Ability to 10, 11, 12, (13) lift, push, pull, or otherwise move up to 50 lbs.
5	Performs other related duties as assigned by ITS Desktop Support Manager: attends seminars &/or classes for training in data communications/telecommunications services &/or network administration.	Knowledge of 1, 2, 3, 4, 5, 6, 7* Skill in 8, 9 Ability to 10, 11, 12

*developed after employment

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5-14-2008

ADD 6-9-08 (60)