100-400U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Unified Network - MARCS

POSITION CONTROL NUMBER
41618.0

CLASS TITLE
Information Technology Consultant 1

CLASS NUMBER
64161

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Information Technology Consultant 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41611.0 Data Systems Manager

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
80	Provides technical assistance to programming/systems staff regarding solutions to Multi-Agency Remote Communication System (MARCS) Program Office engineering & performance monitoring issues: troubleshoots & monitors systems performance; provides; disaster recovery support, application administration & customer support for entire computer aided dispatch service offering, (e.g., computer aided dispatch server software suite, client software suite, operating system platforms for software systems within this infrastructure); facilitates & manages process for distributing client software to customer base in controlled fashion via documented releases; interprets log file formats during troubleshooting process; converts service level commitments into operating procedures/policy, thereby meeting stated objectives defined within; quickly (i.e., within 24 hour period) resolves most customer problems as noted within centralized customer service database; troubleshoots, installs, engineers, & assesses client software & hardware installations at customer sites.	Knowledge of (1) computer science or data processing; (2) client server application processing; (3) operating systems (e.g., Windows NT/2000/XP, HP Tandem); (4) networks (e.g., TCP/IP, DNS, WINS, NetBIOS; (5) customer service techniques; Skill in (6) navigating operating systems & MARCS server suite (e.g., Motorola) for account administration maintenance/audit/security purposes; (7) operation of personal computer & associated hardware/software (e.g., Microsoft Word, Excel, Vision, Access, Remedy); Ability to (8) define problems, acquire traces, update, configure, deduce solutions & implement fixes for client, server & programming software; (9) deal with many variables & determine specific action; (10) read & interpret extensive variety of technical information; (11) communicate verbally & in writing (e.g., compose logical & concise technical correspondence) on technical & non-technical matters.
10	Provides quality change management documentation for all engineering and administrative activities on computer aided dispatch infrastructure: manages documents; maintains, audits & recommends necessary licenses for hardware & software platforms within the mobile data infrastructure; trains information technology staff members & customers; provides documents knowledge for MARCS Program office	Knowledge of 1, 2, 3, 4, 5 Skill in 6, 7, (12) logically tracking & accounting for software licensing; Ability to 8, 9, 10, 11.

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Gregory L Mounts

DATE: 2/1/06

Appd 2-3-06 CB

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8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
10	Performs other duties as required: proactively maintains currency with industry trends by attending training, reading & comprehending technical manuals, publications, & white papers; documents & communicates problems & resolutions with management & other team members by using effective & concise writing skills; provides expertise for research & development with new technologies; responds to MARCS network problems & system outages on a 24-hour basis.	Knowledge of 1, 2, 3, 4, 5 Skill in 6, 7 Ability to 8, 9, 10, 11
	Must submit to & pass personal background check.	

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Gregory L Mounts

DATE: 2/1/06

Appd 2-3-06 CB