

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
MARCS

State Agency County Agency New Position Change County of Employment
Franklin

USUAL WORKING TITLE OF POSITION: Network Administrator 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. & subject to overtime/call back 24X7 Page 1 of 1

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Monitors & maintains local area & wide area wireless & wired computer networks for Multi-Agency Radio Communication System Program: monitors & maintains Microsoft Windows 2000 or 2003 server & XP or Windows 2000 workstation, operating systems & application components within an MS Active Directory environment; creates & maintains user accounts based on established organizational & security policies; coordinates application software upgrades & monitors software licenses & support contracts; operates established data backup & restore procedures using Veritas BackupExec, Windows Backup, & Altiris Systems management; responds to system problems & outages 24 hrs/day, 7 days/week which may require overtime, standby or call back; may be required to wear pager or carry cell phone.	Knowledge of (1) computer science or data processing; (2) client server application processing; (3) operating systems; (4) agency policies & procedures*; Skill in (5) operation of personal computer, peripheral equipment & associated software; Ability to (6) comprehend extensive variety of technical material; (7) define problems, collect data, establish facts & resolve technical problems; (8) cooperate with co-workers on group projects; (9) respond to network problems & system outages 24X7.
45	Monitors & maintains MARCS client/server applications: creates & maintains user accounts base on established organizational & security policies; coordinates application software upgrades & monitors software licenses & support contracts.	Knowledge of 1, 2, 3, 4* Skill in 5 Ability to 6, 7, 8, 9
25	Responds, troubleshoots & provides resolution for internal & external customer issues: utilizes customer support center software to document all service related work; communicates more difficult problems to higher-level engineering staff; ensures assigned cases are resolved in timely fashion; performs other related duties as assigned.	Knowledge of 1, 2, 3, 4* Skill in 5 Ability to 6, 7, 8, 9

Must submit to & pass Personal background investigation & works as essential employee.

*developed after employment

Apr 8-3-06 CJS

POSITION CONTROL NUMBER 41618.0
CLASS TITLE Network Administrator 1
CLASS NUMBER 67131

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory L. Mounts

7/29/06