

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
IT Service Delivery

UNIT OR OFFICE  
Network Services

POSITION CONTROL NUMBER  
41753.0

CLASS TITLE  
Information Technology Consultant 2

CLASS NUMBER  
64162

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  
41744.0 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	<p>Provides technical expertise &amp; support for all state agency computer systems &amp; networks connected to Department of Administrative Services (DAS) Network Services Operation Center Wide-Area Network (WAN) to ensure agencies' computers &amp; networks can exchange information (e.g., file transfer, electronic data interchange, computer network management) within an agency network, between state agency networks &amp; across Internet via WAN. Responds to in-coming calls to Network Operations Center (NOC); independently analyzes &amp; resolves complex problems involving router, Cisco Internet Operating System (IOS), LAN/WAN interconnectivity, telecommunications facilities, ATM switches &amp; digital modems by troubleshooting &amp; isolating problem &amp; taking corrective action (e.g., repairing hardware, directing &amp; monitoring vendor repair of hardware, reconfiguring hardware &amp;/or software). Monitors network systems &amp; makes pro-active calls to agencies when unusual activity occurs.</p>	<p>Knowledge of (1) TCP/IP Protocol; (2) telecommunications facilities (e.g., 56K, T1, DS3); (3) Domain Name Service (DNS); (4) router hardware in LAN/WAN environment; (5) computer science, telecommunications, &amp;/or inter-networking; (6) personal computer software &amp; 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 &amp; design; (10) calculating fractions, decimals, percentages. Ability to (11) communicate technical information to technical &amp; non-technical personnel; (12) understand technical documents pertaining to telecommunications, inter-networking &amp;/or computer science concepts; (13) comprehend non-verbal symbols to interpret &amp; create network topology schematics; (14) define problems, collect data, establish facts &amp; draw valid conclusions; (15) solve most problems independently; (16) maintain accurate records.</p>
35	<p>Provides technical expertise &amp; support to all state agency computer systems &amp; network administrators in design &amp; engineering of state computer networks. Consults with agency personnel to determine project requirements. Researches network systems hardware &amp; software technology to gather cost information for quotes to agencies. Develops detailed, technical procurement specifications for customer agencies. Researches new network systems technologies to keep agencies abreast of available &amp; appropriate solutions. Researches &amp; recommends purchases of computer hardware/software to managers &amp; agencies. Installs, tests &amp; implements network systems hardware/software (e.g., IBM compatible, UNIX based, Digital Equipment based &amp; Apple) to ensure network hardware &amp; software can communicate. Makes recommendations to manager on rates to charge customers.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10. Ability to 11, 12, 13, 14, 15, 16.</p> <p>*developed after employment.</p>

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*George L. Allen*

6-26-03

App 8-14-03 CB

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41744.0 Network Administration Manager

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20	Acts as group leader of DAS Network Services Operation Center responsible for operational & design decisions pertaining to the 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, 10. Ability to 11, 12, 13, 14, 15, 16.
5	Provides support for Network Services-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 Network Services-Operations unit. Procures (e.g., writes purchase orders, receives merchandise) needed equipment & supplies for Network Services-Operations unit.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10. Ability to 11, 12, 13, 14, 15, 16.  <u>Position Specific Minimum Qualifications</u> Completion of associate degree or undergraduate core program in computer science, electrical engineering, or telecommunications; 2 ½ yrs. trg. or 2 ½ yrs. exp. in network systems analysis & design; 18 months additional trg. or 18 mos. additional exp. in one of the following: wide-area network administration, telecommunications or inter-networking.  *developed after employment.

Must submit to & pass a personal background check.  
This position works as an essential employee.

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*George Lopez*

10-26-03

Apd 8-14-03 CB