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: Network Operations

POSITION CONTROL NUMBER
41755.0

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
41706.0 Network Administration Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	Provides technical expertise & support for all state agency computer systems & networks connected to Office of Information Technology (OIT) Unified Network Services Wide-Area Network (WAN) to ensure agencies' computers & networks can exchange information (e.g., file transfer, electronic data interchange, computer network management) within an agency network, between state agency networks & across the Internet via the WAN: responds to in-coming calls to the Ohio Customer Service & Security Center (OCSSC); independently analyzes & resolves complex problems involving router, Cisco IOS (Internet Operating System), LAN/WAN interconnectivity, telecommunications facilities, ATM switches & digital modems by troubleshooting & isolating problem & taking corrective action (e.g., repairing hardware, directing & monitoring vendor repair of hardware, reconfiguring hardware &/or software); monitors network systems & makes pro-active calls to agencies when there is unusual activity; responds to system issues 24 hrs/day, 7 days/week which may require overtime or call back; may be required to wear pager or carry cell phone.	Knowledge of (1) TCP/IP Protocol; (2) telecommunications facilities (56K, T1, DS3); (3) Domain Name Service (DNS); (4) router hardware in LAN/WAN environment; (5) computer science, telecommunications, &/or inter-networking; (6) personal computer software & 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 & design; (10) calculating fractions, decimals, percentages; Ability to (11) communicate technical information to technical & non-technical personnel; (12) understand technical documents pertaining to telecommunications, inter-networking &/or computer science concepts; (13) comprehend non-verbal symbols to interpret & create network topology schematics; (14) define problems, collect data, establish facts & draw valid conclusions; (15) solve most problems independently; (16) maintain accurate records; (17) respond to system issues 24X7; (18) carry cell phone or pager.
35	Provides technical expertise & support to all state agency computer systems & network administrators in design & engineering of state computer networks: consults with agency personnel to determine project requirements; researches network systems hardware & software technology to gather cost information to provide quotes to agencies; develops detailed, technical procurement specifications for customer agencies; researches new network systems technologies to keep agencies abreast of available & appropriate solutions; researches & recommends purchases of	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, 10 Ability to 11, 12, 13, 14, 15, 16, 17, 18. *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Gregory L Mountz

DATE: 11/3/06

Upd 11-13-06 CB

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

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	computer hardware/software to managers & agencies; installs, tests & implements network systems hardware/software (e.g., IBM compatible, UNIX based, Digital Equipment based & Apple) to ensure network hardware & software can communicate; makes recommendations to manager on rates to charge customers.	
20	Acts as group leader of Unified Network Services' OCSSC responsible for operational & design decisions pertaining to 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, 17, 18.
5	Provides support for Unified Network Services-Network 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 Unified Network Services-Network Operations unit; procures (e.g., writes purchase orders, receives merchandise) needed equipment & supplies for Unified Network Services-Network Operations unit.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, 10 Ability to 11, 12, 13, 14, 15, 16, 17, 18.
		<u>Position Specific Minimum Qualifications</u> Completion of associate or undergraduate core program in computer science, electrical engineering, or telecommunications; 30 mos. trg. or 30 mos. exp. in network systems analysis & design; 18 mos. additional trg. or 18 mos. additional exp. in one of the following: wide-area network administration, telecommunications or inter-networking.
	Must submit to & pass personal background check & works as essential employee.	*developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: Gregory L Mounts

DATE: 11/3/06

Upd 11-13-06 CB