

# 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  
41756.0

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 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 Office of Information Technology (OIT) Unified Network Services 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 the Internet via the WAN: responds to in-coming calls to the Ohio Customer Service &amp; Security Center (OCSSC); independently analyzes &amp; resolves complex problems involving router, Cisco IOS (Internet Operating System), 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 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.</p>	<p>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, &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; (17) respond to system issues 24X7; (18) carry cell phone or pager.</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 to provide 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</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7, 8 Skill in 9, 10 Ability to 11, 12, 13, 14, 15, 16, 17, 18.</p> <p>*developed after employment</p>

Cpd 11-13-06 CB

CLASS TITLE  
Information Technology Consultant 2

CLASS NUMBER  
64162

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE  
*Gregory L. Mounts*

DATE  
11/3/06

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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.  *developed after employment
Must submit to & pass personal background check & works as essential employee.		

POSITION CONTROL NUMBER 41756.0  
  
 CLASS TITLE Information Technology Consultant 2  
  
 CLASS NUMBER 64162

Upd 11-13-06 CB

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregory L. Monte*

11/3/06