

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
IT Service Delivery

UNIT OR OFFICE
Network Services

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
41744.0 Network Administration 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
45	<p>Provides technical expertise & support for all state agency computer systems & networks connected to Department of Administrative Services (DAS) Network Services Operation Center 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 Internet via WAN. Responds to in-coming calls to the Network Operations Center (NOC); independently analyzes & resolves complex problems involving router, Cisco Internet Operating System (IOS), 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 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, &/or inter-networking; (6) operating systems (UNIX, VMS, Windows NT, Cisco IOS); (7) network management software (HP Openview, * Cisco CWSI)*. Skill in (8) use of personal computer software & hardware products; (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.</p> <p>*developed after employment.</p>

POSITION CONTROL NUMBER
41757.0

CLASS TITLE
Information Technology Consultant 1

CLASS NUMBER
64161

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List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory Allen

6/26/03

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

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45	<p>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 for 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 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.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7. Skill in 8, 9, 10. Ability to 11, 12, 13, 14, 15, 16.</p>
10	<p>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.</p> <p>Must submit to & pass a personal background check. This position works as an essential employee.</p>	<p>Knowledge of 1, 2, 3, 4, 5, 6, 7. Skill in 8, 9, 10. Ability to 11, 12, 13, 14, 15, 16.</p> <p><u>Position Specific Minimum Qualifications</u> Completion of associate degree or undergraduate core program in computer science, electrical engineering, or telecommunications; 2 yrs. trg. or 2 yrs. exp. in network systems analysis & design; 12 months additional trg. or 12 mos. additional exp. in one of the following: wide-area network administration, telecommunications or inter-networking.</p> <p>*developed after employment.</p>

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: *George L. ...* DATE: 11-21-03

Apd 8-14-03 CB