

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology, IT Service Delivery Division

UNIT OR OFFICE
Technical Services

POSITION CONTROL NUMBER
41842.0

CLASS TITLE
Systems Analyst 1

CLASS NUMBER
64121

State Agency County Agency New Position Change County of Employment: Franklin

USUAL WORKING TITLE OF POSITION: Systems Analyst 1 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 41841.0, Network Administrator Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift): 8:00 a.m. - 5:00 p.m. On call 24 hours per day 7 days per week Page 1 of 1

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
70	Under immediate supervision, analyzes & designs small &/or simple computer systems with assistance from higher-level systems analysts & assists in analysis & design of large &/or complex computer systems running Lotus Notes applications on Information Technology Service Delivery (ITSD) Windows servers: responds to mainframe issues 24 hours/day, 7 days/week, 365 days/year which requires call back, overtime, standby or on-call; performs Notes administration tasks & analyzes, troubleshoots & resolves customer problems; contacts software vendor for assistance with problem resolution; analyzes hardware & software alternatives related to LotusNotes applications; writes system documentation & production procedures; designs system test procedures; provides on-going system administration & maintenance functions (e.g., monitoring, security, account management, backup/recovery, application of system & software patches & upgrades, problem management & resolution, customer support, operations documentation, report generation, management reporting of problems, call tracking).	Knowledge of (1) computer science; (2) LotusNotes, (3) Windows server hardware & peripheral equipment; (4) MS Windows Operating Systems; (5) customer service. (6) system analysis & design Ability to: (7) define problems, collect data, establish facts & draw valid conclusions; (8) interpret extensive variety of technical material in books, journals, manuals & audiovisual form; (9) deal with many variables & determine specific action; (10) prepare reports; (11) originate instructions & specifications concerning proper use of software products; (12) maintain accurate records.
20	Assists in configuration & administration of ITSD Microsoft Exchange service: analyzes, troubleshoots & resolves customer problems; writes system documentation & production procedures; performs Exchange maintenance functions (e.g., patches, upgrades, problem management) & operational tasks (e.g., account management, assignment of rights, security, anti-spam/anti-virus management).	Knowledge of 1, 3, 4, 5, 6 (13) MS Exchange; (14) Directory Services. Ability to: 7, 8, 9, 10, 11.
10	Establishes & maintains user contacts: instructs & trains users in operation of procedures for new software upgrades or related systems; coordinates work & maintenance schedules with customer agency or other ITSD personnel; writes user manuals & instructions related to e-mail systems & related software; researches new software upgrades & related software; participates in planning and development of policies & procedures related to e-mail/messaging. Must submit to & pass a personal background check.	Knowledge of: 1, 3, 4, 5, 13, 14 Ability to: 7, 8, 9, 10, 11.

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE: *[Signature]* DATE: 5/10/04

Apd 5-17-04 CB