

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Enterprise Computing

POSITION CONTROL NUMBER
41844.0

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Network Administrator 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41841.0 Network Administration Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. on call 24X7

Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	<p>Configures, implements & maintains Windows-based groupware (e.g., MS-Exchange, Lotus Notes) computer systems that support enterprise-wide services to Office of Information Technology, Service Delivery Division customer agencies in a 24X7 production environment: performs groupware administrative tasks (e.g., account management, software configuration, system monitoring, installing software & maintenance of directories (e.g., Active Directory, LDAP) utilized by groupware systems; logs & updates customer trouble tickets; monitors & follows-up with customers on open tickets; records problem resolution when issues are resolved; establishes & maintains customer contacts; instructs & trains customers in operations & procedures for new groupware upgrades or enhancements; responds to groupware issues 24-hrs/day, 7-days/week which requires on call, call back, standby or overtime.</p>	<p>Knowledge of (1) public relations, (2) OIT policies & procedures*; (3) government structure & process*; (4) interviewing; (5) groupware, messaging, directory services. Skill in (6) operation of personal computer & associated hardware/software. Ability to (7) interpret variety of instructions in written, oral, picture or schedule form; (8) define problems, collect data, establish facts & draw valid conclusions; (9) interpret extensive variety of technical material in books, journals & manuals; (10) deal with non-verbal symbols in formulas, equations or graphs; (11) deal with many variables & determine specific action (e.g. research, production), (12) use algebra; (13) maintain accurate records; (14) prepare meaningful, concise, & accurate reports; (15) use proper research methods in gathering data; (16) gather, collate & classify information about data, people or things; (17) cooperate with co-workers on group projects.</p>
35	<p>Troubleshoots & resolves customer problems & provides technical support on groupware products to lower-level staff & SDD customers: acts as technical liaison with groupware vendor to resolve complex problems.</p>	<p>Knowledge of 2*, 3*, 4, 5 Skill in 6 Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17</p>

*developed after employment

CLASS TITLE
Network Administrator 3

CLASS NUMBER
67133

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



5-20-05

App'd 6-2-05 CB

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15	<p>Performs other related duties as required: assists in development & maintenance of groupware administrative processes & procedures, change management procedures, problem management & service level agreement management; writes system documentation & updates procedures; generates reports for management; attends seminars & conferences; maintains state-of-the-art awareness of current vendor offerings & standards related to groupware & messaging; attends training on groupware products.</p> <p>Must submit to & pass a personal background check & works as essential employee.</p>	<p>Knowledge of 2*, 3*, 4, 5 Skill in 6 Ability to 6, 7, 8, 9, 10, 11, 12, 13, 14, 15, 16, 17.</p> <p>*developed after employment</p>

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5-20-05

April 6-2-05 CB