100-400R

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
41845.0

CLASS TITLE
Systems Analyst 2

CLASS NUMBER
64122

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Systems Analyst 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41850.0 Network Administration Manager

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
60	Evaluates, installs, tests & maintains mission critical Windows systems for Enterprise Computing customers within a Microsoft Active Directory structure for complex systems which include load balancing, clustering, 3-tier application architectures & high security systems within the secure server environment in 24X7 production environment: manages (e.g., analyzes, designs, implements & maintains) Windows operating system configurations & system security for complex, multi-tier, multi-silo application systems running on multi-processor & clustered systems; analyzes hardware & software alternatives & recommends selection to users & higher-level authorities; provides ongoing system maintenance & evaluation; performs system testing; installs operating system upgrades, patches & software packages (e.g., anti-virus, backup &recovery, patch management, security monitoring); installs & configures system monitoring software (e.g., NetIQ Application Manager, Microsoft Operations Manager, Tripwire) & produces monitoring reports; monitors system performance; evaluates vendor software releases, new products & software & makes purchase recommendations; configures & maintains system data backup & recovery schedules; restores systems in the event of massive software or hardware failures; assists in system capacity planning & monitoring, system tuning & availability management; configures & maintains virtual server environments for application developers & development systems; configures & maintains web servers utilizing Microsoft IIS; prepares estimates of time, cost, supplies &/or personnel; responds to production down & critical system issues 24 hours/day, 7 days/week, 365 days/year which requires call back, overtime, standby or on-call;.	Knowledge of (1) computer science; (2) computer systems analysis & design, (3) Windows server hardware & peripheral equipment; (4) MS Windows operating systems; (5) high-level computer programming languages (e.g., Visual Basic); (6)computer hardware systems; (7) agency policies & procedures*; (8) government structure & process*; (9) customer service; (10) Windows servers within Microsoft Active Directory environment; (11) multi-tier (e.g., web, application, database), multi-silo application systems; (12) 24X7 high availability production environment; Skill in (13) operation of computer terminal & peripheral equipment; (14) configuring system monitoring software (e.g., NetIQ Application Manager, Microsoft Operations Manager); Ability to (15) write programming specifications & system documentation; (16) define problems, collect data, establish facts & draw valid conclusions; (17) interpret extensive variety of technical material in books, journals, manuals & audiovisual form; (18) deal with many variables & determine specific action; (19) originate instructions & specifications concerning proper use of software products; (20) communicate verbally on technical & non-technical matters; (21) maintain accurate records; (22) respond to production down & critical system issues 24 hours/day, 7 days/week, 365 days/year which requires call back, overtime, standby or on-call. *developed after employment

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 6-8-05

Apd 6-17-05 CB

100-400R

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USUAL WORKING TITLE OF POSITION
Systems Analyst 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41850.0 Network Administration Manager

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Provides high-level technical assistance to the Office of Information Technology, Service Delivery Division (SDD) Windows Systems Services management & system users: identifies, analyzes & resolves complex system problems related to the Windows operating system, Microsoft Active Directory & system related software & hardware; develops system flow charts; writes program specifications & system documentation; assists lower-level staff in resolving complex system problems; contacts vendor representative to resolve system problems; trains lower-level staff in use of software & hardware; analyzes system error logs & messages & takes appropriate action to resolve issues; implements & maintains pro-active system monitoring tools.	Knowledge of 1, 2, 3, 4, 5, 6, 7*, 8*, 9, 10, 11, 12. Skill in 13, 14. Ability to 15, 16, 17, 18, 19, 20, 21, 22.
10	Designs, creates & maintains custom scripts/programs related to system monitoring & performance: produces reports for management & customers; prepares system performance & availability reports; works with SDD/Unified Network Services in the design, configuration & management of system network security parameters & functions; attends seminars &/or classes for computer systems design training.	Knowledge of 1, 2, 3, 4, 5, 6, 7*, 8*, 9, 10, 11, 12. Skill in 13, 14. Ability to 15, 16, 17, 18, 19, 20, 21, 22. <u>Position Specific Minimum Qualifications</u> 24 mos. exp. administering (e.g., installing, evaluating, testing) Windows servers in 24X7 production environment within Microsoft Active Directory structure; 24 mos. exp. managing (e.g., analyzing, designing, implementing) Windows operating system configurations for complex, multi-tier (e.g., web, application, database), multi-silo application systems. 12 mos. exp. configuring system monitoring software (e.g., NetIQ Application Manager, Microsoft Operations Manager).
	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

DATE 6-8-05

Upd 6-17-05 CB