

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY Department of Administrative Services
DIVISION OR INSTITUTION Administrative Support Division
UNIT OR OFFICE IT Services

POSITION NUMBER
20005483 (4422.0)

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

USUAL WORKING TITLE OF POSITION: Administrative Staff
 POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR: 20005453 (4000.0) Data System Administrator

NORMAL WORKING HOURS (Explain unusual or rotating shift):
 8:00 a.m. - 5:00 p.m. (Subject to non-standard work week)

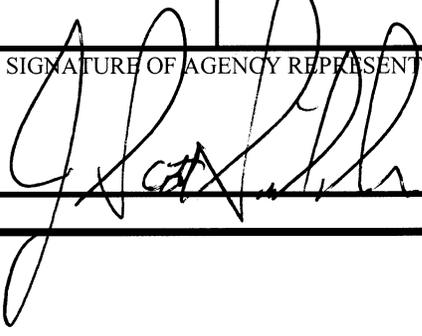
JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
55	<p>Under direction from senior local area network (LAN) administrators, analyzes, designs, implements & administers the Department of Administrative Services (DAS) LAN as part of the infrastructure team: creates & maintains user environments (e.g., develops standard desktop operating systems; configures desktop images; writes logon scripts to configure desktops, install software, map drives, log inventory & software; analyzes user needs); reviews existing functions; determines feasibility & requirements; evaluates software/hardware products; determines hardware configurations, peripheral equipment, modem communications, memory storage, & network topology; recommends options for implementation including cost/benefit; writes system documentation; assists with installation & testing of computer systems; installs network & workstation hardware (e.g., network cards, processors, monitors, cabling, transceivers, & modems); tests, installs, configures & maintains network, application & workstation software; maintains physical links; administers client server, multi-media & network management technologies; designs, implements & maintains naming conventions; determines methods for disaster recovery to maintain data integrity; implements & maintains remote LAN nodes; creates & maintains network maps; establishes network directory structures; maintains printer queues & print servers; backs up network files; retrieves user files using established procedures; accesses confidential, grievance & disciplinary data maintained by the Office of Collective Bargaining (OCB).</p>	<p>Knowledge of (1) agency policies & procedures * (e.g., MIS, ITS, & Telecommunications); (2) electronic data processing systems (e.g., microcomputers; PC & server platforms); (3) Local Area Networks (e.g., current Windows operating systems); (4) desktop applications (e.g., PowerPoint*, Access); (5) email applications (e.g. Outlook Exchange,); (6) web browser (e.g., Internet Explorer, Netscape). Skill in (7) operation of personal computer and related software (e.g., Microsoft Word, Excel); (8) installation & maintenance of desktop support tools (e.g., virus protection, image loads, recovery capabilities); (9) installation of desktop hardware (e.g., personal computer, monitor, keyboard, CD-rom, diskette reader); (10) server support (e.g., software distribution, virus protection, recovery software). Ability to (11) define problems, (12) collect data, (13) establish facts & draw valid conclusions; (14) convert abstract concepts & requirements into automated technology; (15) document tasks performed; (16) cooperate with co-workers on group projects; (17) exhibit customer service skills.</p> <p>* developed after employment</p>

JOB CODE TITLE
Administrative Staff

APD 07-12-07 (DAY)

JOB CODE
67131.0

List Position Numbers and Job Codes of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 6/29/07
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County of Employment
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USUAL WORKING TITLE OF POSITION
Administrative Staff

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20005453 (4000.0) Data System Administrator

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m. (Subject to non-standard work week)

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
25	Acts as secondary support for administration of the DAS firewall; monitoring network traffic; identification of network bottlenecks; establishing virtual LANs as required; administration of IP ranges and IP addressing; administration of Dynamic Host Configuration Protocol (DHCP) Windows Internet Naming Service (WINS) servers & services; subnet administration; WAN & router representative to Office of Information Technology (OIT) & other external offices; designing, implementing & maintaining security features .	Knowledge of 1*, 2, 3, 4, 5, 6. Skill in 7, 8, 9, 10. Ability to 11, 12, 13, 14, 15, 16, 17.
10	Responds to requests for technical & non-technical computer assistance from peers & clients: troubleshoots software, network, server & workstation issues; assists in use of software applications; assists in resolving software or hardware problems; troubleshoots user station problems & local area network issues; diagnoses common network hardware problems (e.g., cabling; hubs; workstation equipment failures); analyzes network problems (e.g., ongoing software issues; evaluates hardware/software implementation; reviews hardware/software implementation requirements); documents & communicates problem resolutions with other network administrators & computer personnel involved in maintaining network; installs upgrades, patches, & new software to desktop & server equipment; provides technical assistance to lower-level technical staff for troubleshooting of network, workstations & other devices to resolve complex or recurrent problems.	Knowledge of 1*, 2, 3, 4, 5, 6. Skill in 7, 8, 9, 10. Ability to 11, 12, 13, 14, 15, 16, 17.
5	Reviews technical computer manuals for both hardware & software: reviews & evaluates hardware & software products; provides comparison of options; makes purchase recommendations; assists with short term & long range plans; assists with budgeting for network & workstation operations.	Knowledge of 1*, 2, 3, 4, 5, 6. Skill in 7, 8, 9, 10. Ability to 11, 12, 13, 14, 15, 16, 17.
5	Performs other technical & analytical duties as required by Administrators: attends seminars &/or classes to remain current in knowledge of hardware & software technology; creates procedures & standards as part of the IT Services team; coordinates hardware & software installation with other technical resources within DAS. Position is in unclassified service per section 4117.10(D) of the Ohio Revised Code & is overtime exempt.	Knowledge of 1*, 2, 3, 4, 5, 6. Skill in 7, 8, 9, 10. Ability to 11, 12, 13, 14, 15, 16, 17. *developed after employment

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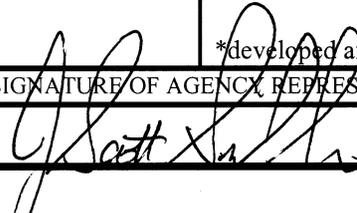
JOB CODE TITLE
Administrative Staff

JOB CODE
67131.0

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



6/28/07

APD 07-12-07 (AP)