

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Office of Information Technology

DIVISION OR INSTITUTION  
Service Delivery Division

UNIT OR OFFICE  
Unified Network - MARCS

POSITION NUMBER  
20006363 (41616.0)

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  
20006361 (41611.0) Data Systems Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m. - 5:00 p.m. & subject to overtime/call back 24X7

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
80	<p>Provides technical assistance to Multi-Agency Radio Communication System (MARCS) Program Office programming/systems staff on engineering, troubleshooting, performance monitoring, disaster recovery support, application administration &amp; customer support for entire computer aided dispatch service offering (e.g., computer aided dispatch server software suite, client software suite, &amp; operating system platforms for software systems); facilitates &amp; manages process for distributing client software to customer base in controlled fashion via documented releases; interprets log file formats during troubleshooting process; converts service level commitments into operating procedures/policies; resolves most customer problems within specified timeframe (e.g., 24 hour period); troubleshoots, installs, engineers, &amp; assesses client software &amp; hardware installations at customer sites; responds to system problems &amp; outages 24 hours/day, 7-days/week which may require overtime, call back, or standby; may be required to carry cell phone or wear pager.</p>	<p>Knowledge of (1) computer science or data processing; (2) client server application processing; (3) operating systems (e.g., Windows NT/2000/XP, HP Tandem); (4) networks (e.g., TCP/IP, DNS, WINS, Net-BIOS); (5) agency policies &amp; procedures specific to internal operations of MARCS*; (6) electronic data processing systems (e.g., programming, hardware systems, software systems, systems analysis, language; (7) MARCS Motorola server suite*; Skill in (8) navigating operating systems; (9) using Remedy software*; (10) use of personal computer &amp; associated hardware/software (e.g., Microsoft Word, Excel, Visio, Access); Ability to (11) define problems, acquire traces, update, configure, deduce solutions &amp; implement fixes for client and server software; (12) effectively communicate &amp; interact with other state agency personnel, MARCS, contractors &amp; vendors; (13) understand &amp; interpret variety of technical material from books, journals, &amp; manuals; (14) respond to system problems &amp; outages on 24X7 basis..</p>
10	<p>Provides quality change management documentation for all engineering and administrative activities on computer aided dispatch infrastructure: manages documents, maintains, audits &amp; recommends necessary licenses for hardware &amp; software platforms within the mobile data infrastructure. Trains IT staff members &amp; customers, plus provides documents knowledge for MARCS Program office.</p>	<p>Knowledge of 1, 2, 3, 4, 5*, 6, 7* Skill in 8, 9, 10 Ability to 11, 12, 13, (15) logically track &amp; account for software licensing.</p> <p>*developed after employment</p>

JOB CODE TITLE  
Information Technology Consultant 1

JOB CODE  
64161

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregory L Mountz*

1/31/07

Apd 2-5-07 CB

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10	<p>Performs other related duties as assigned: proactively stays current on industry trends by attending training, reading &amp; comprehending technical manuals, publications &amp; white papers; uses effective &amp; concise writing skills to document &amp; communicate problems &amp; resolutions to management &amp; other team members; provides expertise for research &amp; development with new technologies.</p> <p>Must submit to &amp; pass personal background check &amp; works as essential employee.</p>	<p>Knowledge of 1, 2, 3, 4, 5*, 6, 7* Skill in 8, 9, 10 Ability to 11, 12, 13, (16) compose logical and concise technical correspondence.</p> <p>*developed after employment</p>

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregory L. Mounts*

1/31/07