

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES	AGENCY Office of Information Technology
	DIVISION OR INSTITUTION Service Delivery Division	
	UNIT OR OFFICE Unified Network - MARCS	

POSITION NUMBER 20006365 (41620.0)	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change	County of Employment Franklin
	USUAL WORKING TITLE OF POSITION Network Services Technician	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 20006361 (41611.0) Data Systems Manager
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 7:30 a.m. – 4:00 p.m. & subject to overtime/call back 24X7	

JOB DESCRIPTION AND WORKER CHARACTERISTICS		
%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	Serves as team leader (i.e., provides work direction & training) of lower-level information technology professionals & participates in assessing, designing, & maintaining data communications/telecommunications services, equipment & network services: provides technical expertise & assistance to Data Systems Administrator & Multi-Agency Radio Communications System (MARCS) network Operations Center regarding solutions to local & wide-area networking problems; installs, configures, manages, optimizes, tunes, creates equipment specifications & maintains network management software (e.g., Windows 2000/NT, UNIX, AIX, Solaris, HP Open View, Remedy, Premisys EMS, SNMP, DNA, e-mail); architects, installs & configures routers, switches, firewalls, remote access servers & other hardware devices; analyzes & designs Ethernet network configurations; diagnoses, troubleshoots & resolves network problems; acts as team member with information technology staff & interacts professionally with contractors; responds to system problems & 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.	Knowledge: (1) networking (e.g., TCP/IP, SMTP, VPN, IPSEC, VLAN, WAN, Access List, NAT/PAT, IP Translation; & calculate Subnet); (2) complex hardware (e.g., Cisco PIX Firewalls, Routers, LAN Switch with Route Switch Module, Remote access routers, Wireless Access Points, DACS); (3) software (e.g., Cisco Works, Microsoft WINS & DHCP, Oracle Server, Cisco VPN, Cisco Wireless, HP Open View, Remedy); (4) operating systems (e.g. Microsoft Active Directory, Enterprise Solaris Server, IBM AIX); (5) Cisco Certified Network Associate certification. Skill in (6) use of electronic testing equipment (e.g., protocol analyzer, line analysis computer); (7) configuration, management, & installation hardware & software components; (8) operation of computer & peripheral equipment; (9) architecting, installing & configuring routers, switches, firewalls & remote access servers. Ability to (10) define problems, acquire traces, update, configure & deduce solutions & implement fixes; (11) comprehend extensive variety of technical material; (12) cooperate with co-workers on team projects; (13) communicate effectively in writing & verbally; (14) respond to system problems & outages on 24X7 basis

JOB CODE 67195	List Position Numbers and Class Titles of Positions Directly Supervised:	SIGNATURE OF AGENCY REPRESENTATIVE 	DATE 3/1/07
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upd 4-18-07 CB

JOB CODE TITLE  
Network Services Technician 5

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## JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Provides expertise for establishing, auditing, & evaluating physical & network security for MARCS' electronic resources & assets: designs comprehensive plans, policies, procedures & proposals for implementing necessary security mechanisms; proactively stays current with industry trends by reading & comprehending technical manuals, publications & white papers; communicates information to customers.	Knowledge of 1, 2, 3, 4, 5 Skill in 6, 7, 8, 9 (16) use of electronic tools for tracking change/configuration management; Ability to 10, 11, 12
15	Provides quality change management documentation for all network hardware & software activities: manages, documents, maintains, audits & recommends necessary licenses for hardware & software.	Knowledge of 1, 2, 3, 4, 5 Skill in 6, 7, 8 Ability to 9, 10, 11, 12
15	Performs other related duties as assigned: documents & communicates problems & resolutions to management & team members; keeps team members & other MARCS staff informed on research & developments in new technologies; provides training & guidance to other team members.  Must submit to & pass personal background check & works as essential employee.	Knowledge of 1, 2, 3, 4, 5, (17) LAN/WAN network concepts, protocols, hardware & server software; Skill in 6, 7, 8, 14 Ability to 9, 10, 11, 12.  <u>Position Specific Minimum Qualifications</u> Cisco Certified Network Associate Certification (CCNA) or higher Cisco Certification (e.g., CCNP, CCDP, CCIP, CCSP, CCIE);  24 mos. exp. in architecting, installing & configuring routers, switches, firewalls & remote access servers & other hardware devices.

JOB CODE TITLE  
Network Services Technician 5

JOB CODE  
67195

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*Gregory L. Mounts*

3/1/07

Upd 4-18-07 CB