100-400U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Unified Network - Network Operations

POSITION NUMBER
20006423 (41757.0)

☒ 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
20006416 (41750.0) Network Administration Manager

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in order of Importance	Minimum Acceptable Characteristics
45	Provides technical assistance to programming & systems staff regarding solutions to issues for all state agency computer systems & networks connected to Office of Information Technology (OIT), Unified Network Services Wide-Area Network (WAN) to ensure agencies' computers & networks can exchange information (e.g., file transfer, electronic data interchange, computer network management) within an agency network, between state agency networks & across the Internet via the WAN: responds to in-coming calls to the Ohio Customer Service & Security Center (OCSSC); independently analyzes & resolves complex problems involving router, Cisco IOS (Internet Operating System), LAN/WAN interconnectivity, telecommunications facilities, ATM switches, & digital modems by troubleshooting & isolating problems & taking corrective action (e.g., repairing hardware, directing & monitoring vendor repair of hardware, reconfiguring hardware &/or software; monitors network systems & makes proactive calls to agencies when unusual activity occurs; responds to system issues 24 hours/day, 7 days/week which may require standby, overtime or call back; may be required to carry cell phone or wear pager.	Knowledge of (1) TCP/IP Protocol; (2) telecommunications facilities (e.g., 56K, T1, DS3); (3) DNS (i.e., Domain Name Service); (4) router hardware in a LAN/WAN environment; (5) computer science, electrical engineering, or telecommunications; (6) operating systems (e.g., UNIX, VMS, Windows NT, Cisco IOS); (7) network management software (e.g., HP Openview,* Cisco CWSI)*; (8) wide-area network administration or inter-networking; Skill in (9) operation of personal computer software & hardware products; (10) network systems analysis & design; (11) calculating fractions, decimals, percentages; Ability to (12) communicate technical information to technical & non-technical personnel; (13) understand technical documents pertaining to telecommunications, inter-networking &/or computer science concepts; (14) comprehend non-verbal symbols to interpret & create network topology schematics; (15) define problems, collect data, establish facts & draw valid conclusions; (16) solve most problems independently; (17) maintain accurate records; (18) respond to system issues 24X7; (19) carry cell phone or wear pager. *developed after employment

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
5-2-07

Apd 5-16-07 CB

100-400U

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

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in order of Importance	Minimum Acceptable Characteristics
45	Provides technical expertise & support to all state agency computer systems & network administrators in the design & engineering of state computer networks: consults with agency personnel to determine project requirements; researches network systems hardware & software technology to gather cost information & provide quotes to agencies; develops detailed, technical procurement specifications for customer agencies; researches new network systems technologies to keep agencies abreast of available & appropriate solutions; researches & recommends purchases of computer hardware & software to managers & agencies; installs, tests & implements network systems hardware & software (e.g., IBM compatible, UNIX based, Digital Equipment based & Apple) to ensure network hardware & software can communicate; makes recommendations to manager on rates to charge customers.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10, 11. Ability to 12, 13, 14, 15, 16, 17, 18, 19.
10	Provides support for Unified Network Services – Network Operations servers & internal applications: maintains (e.g., repairs, communicates with vendors, installs) computer hardware & peripheral equipment; maintains (e.g., modifies) internally developed applications; inventories equipment & supplies for Unified Network Services – Network Operations unit; procures (e.g., writes purchase orders, receives merchandise) needed equipment & supplies for Network Operations unit.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8. Skill in 9, 10, 11. Ability to 12, 13, 14, 15, 16, 17, 18, 19. <u>Position Specific Minimum Qualifications</u> 12 mos. exp. or 24 mos. trg. in network systems analysis & design; 12 mos. exp. or 12 mos. trg. in computer science, electrical engineering or telecommunications; 12 mos. exp. or 12 mos. trg. in wide-area network (WAN) administration or internetworking.
	Must submit to and pass a 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 5.2.07

Upd 5-16-07 CB