

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Unified Network – Network Services

POSITION NUMBER
20006389 (41706.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Enterprise Network Manager

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006414 (41740.0) Data Systems Assistant Administrator

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

Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50%	<p>Analyzes, implements & maintains enterprise network management systems that manage state's LAN enterprise telecommunications network services & supervises enterprise network technical personnel engaged in reviewing requirements for network management, researching applicable network technologies, testing appropriate hardware/software options, implementing network management solutions, & providing network management solutions to meet unit's needs: analyzes, implements & maintains enterprise network management hardware/software solutions for network security, Ohio Customer Service & Security Center, & change management functions of Unified Network Services; administers enterprise telecommunications network (i.e., greater than 1000 network elements) & systems management technologies (e.g., HP Open View, IBM Tivoli or CA Unicenter); incorporates all service related groups within Service Delivery Division (SDD) to save money, limit duplication of services & equipment monitoring purchases that would provide more unified customer service to state agencies; automates key business processes that enable organization to manage more effectively its infrastructure & service-based interactions with customers & employees; provides information to ensure that adequate service levels are provided to Office of Information Technology, SDD, & Unified Network Services customers; analyzes network management costs & affect on Unified Network Services' budgets; researches & analyzes network management hardware/software solutions & industry trends for purpose of consolidating all current help desk management tools; responds to complex network management customer service & policy issues; responds to network related issues 24 hours/day, 7 days/week, 365 days/year, which requires call back within defined response time &/or overtime according to service level agreement for each customer.</p>	<p>Knowledge of (1) budgeting; (2) analyzing, implementing & maintaining enterprise network management systems; (3) enterprise telecommunications network & systems management technologies (e.g., HP Open View, IBM Tivoli, CA Unicenter); (4) management; (5) workforce planning; (6) supervision principles; (7) electronic data processing systems (e.g., telecommunications, telecommunications circuit design, telephony, electronic messaging); (8) computer science (e.g., telecommunications networks); (9) network administration; (10) computer network hardware & software; (11) public relations; (15) agency policies & procedures*; Skill in (13) operation of personal computers (e.g., IBM compatible & Apple PC) & peripheral equipment; Ability to (14) define problems, collect data, establish facts & draw valid conclusions; (15) interpret a variety of technical material in books, journals & manuals; (16) prepare meaningful concise & accurate reports; (17) respond to network emergencies on 24X7 basis.</p> <p>*developed after employment</p>

April 4-3-07 CB

JOB CODE TITLE
Network Administration Manager

JOB CODE
67136

List Position Numbers & Titles of Positions Directly Supervised:

20006390 (41708.0) NST5	20006421 (41755.0) ITC2
20006393 (41712.0) ITC1	20006422 (41756.0) ITC2
20006418 (41752.0) ITC2	20006424 (41758.0) ITC1

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory L. Mounts

3/23/07

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AGENCY Office of Information Technology
DIVISION OR INSTITUTION Service Delivery Division
UNIT OR OFFICE Unified Network – Network Services

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 County Agency
 New Position
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County of Employment
Franklin

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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 Page 2 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Establishes & maintains contact with state agency representatives; determines state agency network management requirements for incorporation with Unified Network Services' offerings; attends policy meetings & workshops for determining statewide network management policies & implementation processes.	Knowledge of 5, 6, 7, 8, (15) public relations; (16) agency policies & procedures*. Skill in 9. Ability to 12, 13, 14, 16.
20	Assists in reviewing proposed & ordered services by agencies for compliance with industry & agency standards; assists with establishing engineering, technical & business objectives for division in use of network management technologies; attends technical conferences for purpose of evaluating network technologies for Unified Network Services.	Knowledge of 2, 3, 5, 6, 7, 8, 15. Skill in 9. Ability to 13, 14.
Must submit to and pass personal background check & works as essential employee.		<u>Position Specific Minimum Requirements:</u> 24 mos. exp. or 24 mos. trg. analyzing, implementing & maintaining enterprise network systems; 24 mos. exp. or 24 mos. trg. in enterprise telecommunications network & systems management technologies (e.g., HP OpenView, IBM Tivoli, CA Unicenter). *developed after employment

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SIGNATURE OF AGENCY REPRESENTATIVE <i>Gregory L. Mounts</i>	DATE 3/28/07
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