

POSITION DESCRIPTION

This position description serves as the official classification document of record for this position. Please complete the information as accurately as you can as the position description is used to determine the proper classification of the position.	
2. Employee's Name (Last, First, M.I.)	8. Department/Agency TECH, MGMT AND BUDGET - IT
3. Employee Identification Number	9. Bureau (Institution, Board, or Commission) CTO
4. Civil Service Position Code Description Info Tech Prgmr Analyst-A	10. Division EOC-DC
5. Working Title (What the agency calls the position) Network Security Engineer Tier 2 (12)	11. Section Network Delivery Services
6. Name and Position Code Description of Direct Supervisor Howell, Dodge; INFO TECH MANAGER-3 14	12. Unit
7. Name and Position Code Description of Second Level Supervisor Penny, Meghan; State Administrative Manager 15	
14. General Summary of Function/Purpose of Position Provide senior level administrative, technical, programming and engineering support for single and multiple types of Local Area Network (LAN) deployments, Wide Area Network (WAN) topologies, security systems, remote access systems. Platforms consist of a diverse mixture of Cisco Switches, Routers & Switches, Cisco and Checkpoint Firewalls, Cisco VPN Concentrators, BIG-IP F5 content switches/load balancers. Employee is expected to have in depth knowledge of NTSD supported service offerings and have the ability to mentor peer or entry level team members. Additionally, employee will have ability to analyze and resolve more complex and escalated problems, identifying network hardware systems and operational efficiencies and failure patterns.	

15. Please describe the assigned duties, percent of time spent performing each duty, and what is done to complete each duty.

List the duties from most important to least important. The total percentage of all duties performed must equal 100 percent.

Duty 1

General Summary:

Percentage: 75

Configure, deliver, maintain and support any of the cataloged the most technically challenging and complex Telecommunications data services offerings. Performs senior level trouble analysis and repair of delivered services. Document and produce reports from enterprise service management and monitoring systems.

Individual tasks related to the duty:

- Mentors entry level analysts.
- Maintain and upgrade systems as a result of approved systems design or request for change.
- Provides audit and configuration validation of IT solution implementation by analysts.
- Validates and finalizes Local Change Board and Enterprise Change Board documents.
- Analyzes and resolves more complex and escalated problems to identify network hardware system and operational efficiencies and failure patterns.
- Plans, coordinates, and validates the implementation and maintenance of network systems hardware and operating systems.
- Evaluates new standard technology designs and plans for the coordination to integrate into the current environment for network hardware consolidation, to reduce operating costs and network environment complexity.

- Reviews and approves updates to systems documentation.
- Provides direction and training in new technologies, policies, standards, and procedures as subject matter experts to junior staff and coordinates associated training.

Duty 2

General Summary:

Percentage: 15

Work with the Telecommunications design engineers/subject matter experts (SMEs) to deliver new projects and services

Individual tasks related to the duty:

- Evaluate and provide recommended changes to Design documents and requests
- Analyze emerging industry products in the Telecom LAB for supportability and compatibility with established standards
- Report deviations to the engineering team and make recommendations for change
- Documents IT solutions when new technology is involved with guidance and review from technical subject matter experts (SME) to ensure the technical architecture aligns with DTMB enterprise guidelines.
- Reviews and approves updates to systems documentation.

Duty 3

General Summary:

Percentage: 5

Assist in the development of Telecommunications processes, procedures, programs, and support mechanisms.

Individual tasks related to the duty:

- Perform duties as assigned by the Network Services manager and Network Services Team lead workers to facilitate process improvement and business streamlining activities.

Duty 4

General Summary:

Percentage: 5

Work with outside vendors for the proper design, monitoring, maintenance and configuration of cataloged services.

Individual tasks related to the duty:

- Oversee network vendors and suppliers to ensure compliance with established standards, service level agreements, quality, price, and timeliness of contracted services.
- Prepare DTMB technical documentation of vendor provided products and services.
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- Perform other related assignments as directed.

16. Describe the types of decisions made independently in this position and tell who or what is affected by those decisions.

New procedures are performed under the general guidance of the Administrator, but established work, such as entering new objects in a firewall rule or troubleshooting a connectivity problem will be performed independently. The position will also have responsibility to coordinate other staff when task calls for joint working efforts. Coordination of the work of outside vendors and supervision of their performance when on the organization's premises will be performed independently. The decisions made could impact the operation of the entire enterprise network, as many work actions will impact performance of the network.

17. Describe the types of decisions that require the supervisor's review.

When dealing with new work processes or work task. Any issues that would set or create new procedures, policies, or guidelines. Any work that would require a network outage.

18. What kind of physical effort is used to perform this job? What environmental conditions in this position physically exposed to on the job? Indicate the amount of time and intensity of each activity and condition. Refer to instructions.

The employee must sit for extended periods of time, monitor system displays, and occasionally perform physical labor (lifting up to 50lbs, operate a motor vehicle, walk up to 1/2 mile).

19. List the names and position code descriptions of each classified employee whom this position immediately supervises or oversees on a full-time, on-going basis.

Additional Subordinates

20. This position's responsibilities for the above-listed employees includes the following (check as many as apply):

- | | | | |
|----------------------------|------------------------------------|----------------------------|-----------------------------------|
| <input type="checkbox"/> N | Complete and sign service ratings. | <input type="checkbox"/> N | Assign work. |
| <input type="checkbox"/> N | Provide formal written counseling. | <input type="checkbox"/> N | Approve work. |
| <input type="checkbox"/> N | Approve leave requests. | <input type="checkbox"/> N | Review work. |
| <input type="checkbox"/> N | Approve time and attendance. | <input type="checkbox"/> N | Provide guidance on work methods. |
| <input type="checkbox"/> N | Orally reprimand. | <input type="checkbox"/> N | Train employees in the work. |

22. Do you agree with the responses for items 1 through 20? If not, which items do you disagree with and why?

Yes - Position Description prepared by management.

23. What are the essential functions of this position?

- Perform design, configuration, testing, troubleshooting, upgrading, and replacement of large number of local area networks, security systems, and the enterprise networking components at a senior standard level.
- Complete and full understanding of the operational level of networking technologies within the State of Michigan.
- Provide direction to support personnel and vendors.

24. Indicate specifically how the position's duties and responsibilities have changed since the position was last reviewed.

25. What is the function of the work area and how does this position fit into that function?

This position will be responsible for senior technical level enterprise network and support system administration. Supervision for this position will be provided by the Network & Telecommunication Services management team.

26. What are the minimum education and experience qualifications needed to perform the essential functions of this position.

EDUCATION:

Information Technology Programmer/Analyst 9

Possession of an Associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communication, networking, system analysis, computer programming, IT project management or mathematics.

Information Technology Programmer/Analyst P11/12

Possession of a Bachelor's degree with 21 semester (32 term) credits in computer science, information assurance, data processing, computer information, data communication, networking, system analysis, computer programming, IT project management or mathematics.

EXPERIENCE:

Information Technology Programmer/Analyst 12

Three years of professional experience equivalent to an Information Technology Infrastructure or Programmer/Analyst P11.

Alternate Education and Experience

Information Technology Programmer/Analyst P11 - 12

Possession of an associate's degree with 16 semester (24 term) credits in computer science, information assurance, data processing, computer information, data communications, networking, systems analysis, computer programming, IT project management, or mathematics and two years of experience as an application programmer, computer operator, or information technology technician; or two years (4,160 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

OR

Educational level typically acquired through completion of high school and four years of experience as an application programmer, computer operator, information technology technician, or four years (8,320 hours) of experience as an Information Technology Student Assistant may be substituted for the education requirement.

KNOWLEDGE, SKILLS, AND ABILITIES:

Must be familiar with Cisco Systems IOS, Avaya PBX, Checkpoint and Cisco Firewalls and have knowledge of enterprise networking principals. Knowledge must be specific to a routed network including Ethernet, router, switch load-balancing and firewall components. Ability to highly perform job duties on a consistent basis and engage in knowledge transfer of standard, troubleshooting techniques, division work practices/standards and technical skills to apprentice level technicians. Certifications from Cisco, Checkpoint, RSA, and Microsoft are highly desirable.

CERTIFICATES, LICENSES, REGISTRATIONS:

Employees in this position must meet all security requirements established by the Department of Information Technology. Employee will be subject to a background investigation. Duties may involve use of personal vehicle.

Preferred, but not required:

Cisco CCNA

Check Point Certified Security Administrator

Check Point Certified Security Expert

NOTE: Civil Service approval does not constitute agreement with or acceptance of the desired qualifications of this position.

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Supervisor

Date

TO BE FILLED OUT BY APPOINTING AUTHORITY

Indicate any exceptions or additions to the statements of employee or supervisors.

None.

I certify that the entries on these pages are accurate and complete.

SARAH SEGERLIND

Appointing Authority

1/6/2015

Date

I certify that the information presented in this position description provides a complete and accurate depiction of the duties and responsibilities assigned to this position.

Employee

Date