

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505340

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Network Services

COUNTY OF EMPLOYMENT
Franklin

POSITION NUMBER
20006404

Reclassification New Position Update

Position Hyperlinked to
Agency Organizational Tree

USUAL WORKING TITLE OF POSITION

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006416 Network Administration Manager

Permanent
 Temporary
 Intermittent

Classified
 Unclassified
 Essential

Overtime: Eligible Exempt
If FLSA Exempt, exemption type:

Bargaining Unit
Page 1 of 2

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 8:00 am TO: 5:00 pm

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	<p>Designs, plans, optimizes, implements, & maintains voice & data communications & security services for multiple state agencies, boards & commission: supervises Tier 2 & Tier 3 personnel in Unified Network Services (UNS) Network Operations Center (NOC); oversees daily operations of NOC activities, computer network & internetworking services (e.g., sets up hardware, installs network cards, cabling, hubs, concentrators, software, routers, switches, bridges, modems, CSU/DSUs, repeaters, remote access servers); directs work, approves time & attendance, completes performance evaluations, sets goals, recommends hiring, promotion, demotion, dismissal, suspension or discipline; directs network customer support team engaged in design, implementation, operation & maintenance of agency, boards & commissions computer network; installs, configures & maintains network & server software & operating systems (e.g., Windows 2000/NT, WINS, DNS, Cisco IOS, RSA, SolarWinds, HP NNMi, Numara Footprints); creates equipment specifications; configures network servers; coordinates hardware installation &/or activities with data archival specialist/team & other personnel; provides documentation on all changes; maintains licenses for hardware & software; documents & communicates problems to UNS management, team members &/or Planning & Engineering Group regarding solutions; responds to infrastructure software/hardware/network related issues 24 x 7; may be required to carry cell phone or wear pager; provides after hour on call support on a weekly basis for standby engineers & supports escalated or critical production down network outages.</p>	<p>Knowledge of (1) computer science; (2) telecommunications network systems; (3) computer network hardware (e.g., routers, switches, bridges, modems, CSU/DSU, repeaters, remote access servers); (4) software & operating systems (e.g., Windows 2000/NT, WINS, DNS, Cisco IOS, RSA, SolarWinds, HP NNMi, Numara Footprints); (5) network administration; (6) employee training & development; (7) supervisory principles & techniques; (8) Open System Interconnection Model; (9) Project Management concepts; Skill in (10) operation of personal computer & associated hardware/software; Ability to (11) comprehend & discuss large number of technical variables & determine course of action; (12) cooperate with co-workers on group projects; (13) maintain network security; (14) resolve complaints from network users; (15) carry cell phone or wear pager; (16) respond to system issues 24X7.</p>

JOB CODE TITLE
Network Administration Supervisor

JOB CODE
67135
apd 9/30/11 PSM

List Position Numbers & Job Titles of Positions Directly Supervised:

- 20006405 INF1 20006429 INF1
- 20006427 INF3 20006430 INF1
- 20006428 INF3

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

10/3/11

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Provides expertise for establishing, auditing & evaluating physical & network security for UNS electronic resources & assets: designs comprehensive plans, policies, procedures & proposals for implementing necessary security mechanisms & communicates security information to customers; installs & tests security software (e.g., patch management & anti-virus server & client configurations); designs, implements & maintains global naming conventions among multiple servers.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8, 9 Skill in: 10 Ability to: 11, 12, 13, 14, 15.
15	Performs other related duties as required: proactively stays current with industry trends by reading & comprehending technical manuals, publications & white papers; keeps team members & other UNS staff informed on research & development in new technologies; provides training & guidance to other team members.	Knowledge of: 1, 2, 3, 4, 5, 6, 7, 8 Skill in: 10 Ability to: 11, 12, 13.

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