100-400U

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505340

DIVISION OR INSTITUTION	UNIT OR OFFICE	COUNTY OF EMPLOYMENT
Office of Information Technology	ISD/Network Services	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

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:00 am TO: 4:00 pm Report in location subject to change

JOB CODE TITLE Telecommunications Network Supervisor

JOB CODE 52485

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
60	Supervises unit of lower level infrastructure specialists for Tier 2 in Unified Network Services Call Center to support voice & data communications & security services for multiple state agencies, boards & commissions: oversees daily operations of call center activities: monitors work in progress; assigns & prioritizes tasks & projects; assists staff in identifying & resolving difficult problems; schedules & ensures call center coverage; approves leave; initiates discipline; prepares performance evaluations; provides assistance & guidance to personnel regarding network problems; ensures that HP service desk & Numara Footprints trouble tickets are opened properly, updated on a regular basis & closed out within time limits prescribed by service level agreements (SLAs); ensures SLA requirements are met (e.g., time within which service must be performed, credit customer when unable to meet timeframes; ensure accountability for service); determines project requirements & develops workflow documentation of processes; handles complex or critical issues referred by staff; conducts staff meetings, establishes & enforces work unit policies; assists in budget preparation for unit & long range planning; maintains awareness of current vendor offerings & standards; attends seminars & conferences; acts as a liaison to other technical sections & departments; responds to network emergencies 24 hrs/day, 7 days/week; may be required to wear pager or carry cell phone; provides after hour on call support on a weekly basis for standby engineers & supports escalated or critical production down network outages. *Due to IT reclassification subordinates no longer Telecommunication Network Operators. Must submit to & pass personal background check	Knowledge of (1) electronics; (2) HP Service Desk; (3) Numara Footprints; (4) service level agreements (SLAs); (5) supervisory principles/techniques*; (6) customer service techniques; (7) voice, data & video communications systems; Skill in (8) operation of personal computer &/or mainframe terminals; (9) operation of software-based & manual test equipment (e.g., diagnostic computer systems, telephone console, protocol analyzer); Ability to (10) define problems, collect data, establish facts & draw valid conclusions; (11) comprehend variety of technical materials & manuals; (12) communicate verbally & in writing on technical & non-technical matters; (13) move hands/fingers easily to operate computer terminal & test equipment; (14) respond to network emergencies 24X7; (15) wear pager &/or carry cell phone; (16) establish friendly atmosphere as supervisor of work unit; (17) handle sensitive inquiries from & contacts with officials & general public. * developed after employment

List Position Numbers & Job Titles of Positions Directly Supervised:

20006405 Infrastructure Spec 1	20006408 Infrastructure Spec 1
20006406 (Vacant)	20006429 Infrastructure Spec 1
20006407 Infrastructure Spec 1	20006430 Infrastructure Spec 1

SIGNATURE OF AGENCY REPRESENTATIVE

DATE 8/11/10

POSITION DESCRIPTION

AGENCY/DEPT ID
DAS505340

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Office of Information Technology	ISD/Network Services	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

NORMAL WORKING HOURS (Explain unusual or rotating shift):
FROM: 7:00 am TO: 4:00 pm Report in location subject to change

JOB CODE TIE Telecommunications Network Supervisor

JOB CODE 52485

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Knowledge, Skills & Abilities
25	Performs other administrative duties: analyzes data from various reports on network or service related outages, vendor response time & section reports in order to facilitate more efficient resolution of network outages in network system; develops & implements unit procedures pertaining to network use; evaluates project needs & procures resources to complete projects; initiates various reports & maintains record of unit productivity; participates in development, implementation & administration of network infrastructure serving multiple state agencies; administers & enforces security policies & procedures; responds to reports of unusual network activity by notifying Risk Management Services or seminars to stay current with new technologies & industry best practices.	Knowledge of 1, 2, 3, 4, 5*, 6, 7 Skill in 8, 9 Ability to 10, 11, 12,1 3, 14, 15, 16, 17
15	Provides technical assistance to staff & State of Ohio agencies, boards & commissions regarding infrastructure & specialized systems: initiates; keeps abreast of new electronic communications network technology & electronic information security methods; performs other related duties as assigned. *Due to IT reclassification subordinates no longer Telecommunication Network Operators. Must submit to & pass personal background check	Knowledge of 1, 2,4, 5*, 6, 7 Skill in 8, 9 Ability to 10, 11, 12, 13, 14, 15, 16, 17 * developed after employment

apd 8/10/10 [initials]

List Position Numbers & Job Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE	DATE
20006405 Infrastructure Spec 1 20006406 (Vacant) 20006407 Infrastructure Spec 1	20006408 Infrastructure Spec 1 20006429 Infrastructure Spec 1 20006430 Infrastructure Spec 1	[signature]	8/11/10