100-400U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Unified Network - Network Operations

POSITION NUMBER 20006411

JOB CODETITLE Telecommunications Network Operator 1

JOB CODE 52481

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Telecommunications Network Operator 1

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006404 Telecommunications Network Supervisor

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
55	Learns to monitor & troubleshoot statewide voice, data & video telecommunications network & associated equipment for circuit outages: learns to analyze, test & isolate network problems in order to respond to Unified Network Services Call Center customers; learns to operate diagnostic software & equipment (e.g., analog/digital remote access testing computer system, multi-line telephone console, transmission impairment measurement set, T-1 multiplexing systems) in order to install & maintain telecommunications circuits & equipment; creates trouble tickets using trouble ticketing computer system; monitors status of problem & closes trouble tickets; refers difficult or complex problems to higher-level voice, data or video specialists; learns to monitor & maintain telecommunications devices (e.g., CSU/DSU's, routers, bridges, modems, firewalls & video equipment).	Knowledge of (1) voice, data & video telecommunication systems technology; (2) telecommunications operating & testing procedures; (3) network hardware, software, operating systems & procedures; (4) troubleshooting & maintaining telecommunications equipment*; (5) monitoring & maintaining telecommunications devices (e.g., CSU/DSU, routers, bridges, modems, firewalls & video equipment)*; Skill in (6) operation of personal computer; (7) use of software-based & manual test equipment*; (8) use of trouble ticketing computer system*; Ability to (9) define problems, collect data, establish facts & draw valid technical conclusions; (10) communicate regarding technical & non-technical matters; (11) comprehend technical manuals; (12) move hands/fingers easily to operate computer terminal & test equipment.
25	Assists higher-level Telecommunications Network Operators with maintenance of telecommunications equipment for state agencies: responsible for token resets, video scheduling, security incident reporting & communicating status of problem to customers from initiation to completion of service call; updates telecommunications records & files by entering information into computer system.	Knowledge of 1, 2, 3, 4, 5*, (13) scheduling & security reporting*; Skill in 6, 7*, 8*; Ability to 9, 10, 11, 12.
20	Contacts vendors to facilitate problem resolution on trouble tickets currently in system: initiates, interacts, escalates, & resolves network problems with multiple vendors including long distance & local telephone companies, & other equipment manufacturers & maintenance contractors.	Knowledge of 1, 2, 3, 4, 5* Skill in 6, 7*, 8* Ability to 9, 10, 11, 12.
	Must submit to & 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 10/4/18

Appd. 11/4/08 CB/lc