

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
Office of Information Technology

UNIT OR OFFICE
ISD/Network Services

POSITION NUMBER
20006429 (41763.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Network Services Technician 3

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006426 (41760.0) Data Systems Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 am. - 5:00 pm or 7:00 am - 4:00 pm & subject to overtime/call back 24X7

Page 1 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
40	<p>Provides technical expertise & support to all users of statewide data network: installs, tests & repairs personal computers; monitors & maintains data communications/telecommunications network, equipment & peripheral network materials; analyzes, tests & isolates network problems for agency &/or remote locations; troubleshoots network & all connecting media & provides complex (i.e., issues involving interactions between multiple devices &/or objects residing on network) help desk support; verifies validity of technical information (e.g., appropriate technology for telecom circuits); orders telecom facilities for large &/or complex data/video/voice networks; allocates network resources (e.g., assigns circuit numbers & digital cross-connections equipment) needed to complete job; designs, installs & maintains digital access cross-connect switches & multiplexers; projects timeframes for each phase; issues orders detailing technical job specifications to customers & vendors with assistance from higher-level Network Services Technician or Information Technology Consultant; researches allocation of data circuits on statewide telecommunications facilities to find where circuits can be transported efficiently & billed properly; works with network engineers in design phase & on difficult equipment issues; installs & services CSU/DSUs, modems & bridges; works with database administrator to provide circuit assignments in a format that could be made available for all of Office of Information Technology to view; provides technical support to all users of statewide video conferencing network (e.g., state agencies, colleges & universities); required to wear pager/phone & respond to network issues 24 hrs/day, 7 days/week which may require overtime or call back.</p>	<p>Knowledge of (1) network hardware, software, operating systems & procedures; (2) network administration & network technology; (3) designing, installing & maintaining digital access cross-connect switches & multiplexers; (4) installation, troubleshooting, repair & maintenance of telecommunications equipment; (5) installation & servicing of CSU/DSU, modems & bridges; Skill in (6) operation of computer & peripheral equipment; (7) use of electronic testing equipment; Ability to (8) interpret variety of instructions in written, oral, picture or schedule form; (9) define problems, collect data, establish facts & resolve technical problems; (10) interpret variety of technical material in books, journals & manuals; (11) respond to network issues on 24X7 basis.</p>
30	<p>Schedules vendors & coordinates installation, acceptance testing & turn-up of new data/video/voice networks: maintains networking database systems used by technical staff; maintains system software (e.g., video bridges, digital cross-connect systems, order tracking systems & conference scheduling systems).</p>	<p>Knowledge of 1, 2, 3, 4, 5 Skill in 6 Ability to 7, 8, 9, 10.</p>

JOB CODE TITLE
Network Services Technician 3

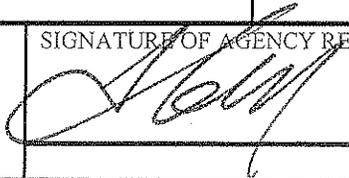
Appd 8-14-08 CB

JOB CODE
67193

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



7/31/09

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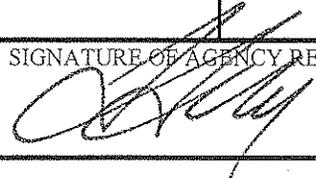
%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Working under direction of higher-level Information Technology Consultant, interfaces with customers in Network Operations Center: performs initial isolation of circuit problems; opens & maintains trouble tickets; interfaces with telecommunications vendors for repair & maintenance of telecommunications circuits.	Knowledge of 1, 2, 3, 4, 5 Skill in 6 Ability to 7, 8, 9, 10.
10	Acts as liaison to resolve any technical issues related to network installation; trains staff on new network software and equipment; interacts with technical staff as needed on large or complex network projects to determine resource availability (e.g., software, equipment); documents related information as needed.	Knowledge of 1, 2, 3, 4, 5 Skill in 6 Ability to 7, 8, 9, 10. <u>Position Specific Minimum Qualifications</u> 24 mos. exp. installing & servicing telecommunications equipment (e.g. CSU/DSU, modems, switches, & routers); 24 mos. exp. designing, installing, & maintaining digital access cross-connect switches & multiplexers.

Must submit to & pass personal background check & works as an essential employee.

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SIGNATURE OF AGENCY REPRESENTATIVE

DATE



7/3/08