

# 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  
20006430 (41764.0)

State Agency     County Agency     New Position     Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Network Services Technician 2

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

NORMAL WORKING HOURS (Explain unusual or rotating shift)  
8:00 a.m.- 5:00 p.m. or 7:00 a.m.- 4:00 p.m. & subject to overtime/call back 24X7    Page 1 of 2

### JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
50	<p>Provides technical expertise &amp; support for all state agency computer systems &amp; networks connected to the Office of Information Technology (OIT), Unified Network Services Local-Area Network (LAN) and Wide-Area Network (WAN) to ensure agencies' computers &amp; networks can exchange information (e.g., file transfer, electronic data interchange, computer network management) within an agency network, between state agency networks &amp; across the Internet via the WAN or State of Ohio's Virtual Private Network: responds to incoming calls to the Ohio Customer Service &amp; Security Center (OCSSC); Monitors, maintains, &amp; connects Ethernet connections on Infrastructure Services Division's (ISD) local &amp; wide-area networks (LAN &amp; WAN): as part of team of information technology (IT) professionals, assists in assessing, designing, monitoring &amp;/or maintaining locations for data communications/ telecommunications services &amp; equipment &amp;/or network integration configuration; runs network diagnostics to resolve 10/100/1000BaseT Ethernet connectivity problems; troubleshoots Ethernet desktop problems; diagnoses Ethernet hardware problems related to cabling or network equipment failure; uses electronic testing equipment to verify lines; connects &amp; maintains Ethernet connections for personal computers, printers, servers &amp; other Ethernet devices; project manages installation of local-area network equipment &amp; Ethernet cabling performed by contractors &amp; vendors; provides technical support to all users of state-wide video conferencing network (e.g., state agencies, colleges &amp; universities); maintains LAN &amp; WAN computer network; runs LAN &amp; WAN network communications diagnostics; documents &amp; communicates network problem resolutions to upper-level network technicians involved in maintaining network; connects &amp; maintains user terminal connectivity; completes documentation for each customer response on network application job ticketing system; maintains printer connections; monitors, maintains, connects &amp; documents connections to LAN &amp; WAN equipment.</p>	<p>Knowledge of (1) network concepts, wiring, protocols &amp; hardware devices; (2) local area &amp; wide area computer network equipment; (3) diagnostic techniques for troubleshooting network problems; (4) computer science (i.e., telecommunications networking); (5) monitoring, maintaining, &amp; documenting connections to LAN &amp; WAN equipment; Skill in (6) operation of computer &amp; 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 &amp; resolve technical problems; (10) interpret extensive variety of technical material in books, journals &amp; manuals; (11) cooperate with co-workers on group projects.</p>

\*developed after employment

JOB CODE TITLE  
Network Services Technician 2

Apr 9-23-08 CB

JOB CODE  
67192

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



4/11/2008

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Page 2 of 2

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%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
30	Works with network carriers to maintain statewide network (e.g., addressing protocols, WAN capacities, & WAN trouble shooting procedures): provides technical support to resolve remote access problems & virtual private network authentication problems; provides logistical support & assists with asset management; assists with secure authentication database support & basic workstation support; provides technical support for basic domain name server requests from statewide customers.	Knowledge of 1, 2, 3, 4, 5 Skill in 6, 7* Ability to 8, 9, 10, 11.
20	Analyzes & resolves customer networking problems involving ISD networking: carries pager/phone to respond to "production down" LAN, WAN & Ethernet networking problems 24-hrs/day, 7-days/week which requires on call, overtime, standby or call back; provides disaster recovery support, assists higher-level network engineer with diagnosis & resolution of WAN, security, video, & voice problems.	Knowledge of 1, 2, 3, 4, 5 Skill in 6, 7* Ability to 8, 9, 10, 11, (12) respond to system issues 24X7; (13) carry cell phone or wear pager.  <u>Position Specific Minimum Qualifications</u> 18 mos. exp. or 18 mos. trg. in monitoring, maintaining & documenting connections to LAN & WAN equipment.  *developed after employment

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

POSITION NUMBER  
20006430 (41764.0)

JOB CODE TITLE  
Network Services Technician 2

67192    *Appd 9-25-08 CB*

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

*[Handwritten Signature]*      *9/11/08*