

# POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY  
Department of Administrative Services

DIVISION OR INSTITUTION  
IT Service Delivery

UNIT OR OFFICE  
Network Services

State Agency    County Agency    New Position    Change

County of Employment  
Franklin

USUAL WORKING TITLE OF POSITION  
Telecommunications Network Manager 2

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR  
41700.0 Data Systems Administrator

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
30	Directs & administers telecommunications network control center which provides statewide network services (e.g., voice & video) & operates 24 hours a day, seven days a week. Supervises managers, assistant managers, supervisors & support staff. Develops, implements & maintains standards for optimum network performance.	Knowledge of (1) management; (2) work force planning; (3) supervision; (4) electronic data processing/telecommunications, circuit design & telephony. Skill in (5) electronic equipment operation. Ability to (6) deal with problems involving several variables in familiar context; (7) define problems, collect data, establish facts & draw valid conclusions; (8) interpret extensive variety of technical data in various formats.
20	Plans for suppliers (e.g., computer consultants, local telephone companies & interexchange phone companies) who provide out-sourced telecommunications services (i.e., voice & video systems) for the State of Ohio telecommunications network used by all state agencies. Meets with vendors' telecommunications technical staff & company officers on a regular basis to discuss & negotiate global & technical aspects (e.g., technology to be used, staff requirements, costs, ongoing maintenance & support activities) of major, out-sourced, state telecommunications network projects. Manages computer systems activities within the section.	Knowledge of 1, 4, (9) budgeting; (10) public relations; (11) human relations; (12) telecommunications policy & procedure*; (13) government procurement structure & process*; (14) law related to the computer & telecommunication industry. Ability to 7, 8, (15) use statistical analysis; (16) maintain accurate records; (17) understand technical instructions; (18) prepare concise & accurate reports; (19) proof read technical material.
20	Meets with agency directors, deputy directors, & voice, data & video systems administrators to discuss, evaluate & resolve difficult & complex computer & communications systems issues. Assists Dept. of Administrative Services (DAS), IT Governance Division staff & agency computer systems managers with agencies' strategic telecommunications goals & objectives documented in their Long-Range Information Technology plans. Develops, implements & enforces statewide telecommunication policies.	Knowledge of 1, 4, 9, 10, 11, 12*, 13*, 14. Ability to 7, (20) deal with some abstract, but mostly concrete variables; 16, 17, 18, (21) handle sensitive inquiries & complaints from government officials & general public.  *developed after employment.

POSITION CONTROL NUMBER  
41710.0

CLASS TITLE  
Telecommunications Network Manager 2

CLASS NUMBER  
52488

*App'd 11-13-03 CB*

List Position Numbers and Class Titles of Positions Directly Supervised:  
41711.0 Telecom Tech Coord      41717.0 Telecom Network Spvr  
41712.0 IT Consultant I          41730.0 Telecom Network Spvr  
41713.0 Telecom Anl Spvr  
41717.0 Telecom Network Spvr  
41730.0 Telecom Network Spvr

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

9-2-03

<b>POSITION DESCRIPTION</b>	<b>OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES</b>	AGENCY Department of Administrative Services
		DIVISION OR INSTITUTION IT Service Delivery
		UNIT OR OFFICE Network Services

POSITION CONTROL NUMBER 41710.0	<input checked="" type="checkbox"/> State Agency <input type="checkbox"/> County Agency <input type="checkbox"/> New Position <input checked="" type="checkbox"/> Change	County of Employment Franklin
	USUAL WORKING TITLE OF POSITION Telecommunications Network Manager 2	POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 41700.0 Data Systems Administrator
	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
10	Creates & implements training procedures for new & existing employees. Establishes priorities & develops project status. Researches & analyzes industry trends.	Knowledge of 1, 2, 3, 4, 9, (22) employee development & training. Skill in 5. Ability to 6, 7, 8.
10	Interprets government tariffs imposed on state telecommunications network activities to determine physical & cost impact on state telecommunications network. Negotiates state government tariff provisions with support from DAS Office of General Counsel staff to comply with state fiscal requirements & take advantage of special status state government has with respect to tariffs. Analyzes, evaluates & determines most cost effective & efficient state telecommunications network alternatives based of tariff interpretation & state government tariff provisions for all agencies.	Knowledge of 1, 10. Ability to 7, 8, 18, 21, (23) recognize unusual conditions & take appropriate action; (24) solve complex problems; (25) use proper research methods in gathering data.
10	Establishes & maintains contact with users & agency officials. Provides technical assistance to users & agency personnel regarding Network Services, Telephone Operations.	Knowledge of 12*. Skill in 5. Ability to 7, 8.

This position works as an essential employee & is overtime exempt.

\*developed after employment.

CLASS NUMBER 52488	List Position Numbers and Class Titles of Positions Directly Supervised: 41711.0 Telecom Tech Coord      41717.0 Telecom Network Spvr 41712.0 IT Consultant I          41730.0 Telecom Network Spvr 41713.0 Telecom Anl Spvr 41717.0 Telecom Network Spvr 41730.0 Telecom Network Spvr	SIGNATURE OF AGENCY REPRESENTATIVE <i>Chugi K. Hen</i>	DATE 9.2.03

Appd 11-13-03 CB