100-400U

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Department of Administrative Services

DIVISION OR INSTITUTION
IT Service Delivery

UNIT OR OFFICE
Network Services

POSITION CONTROL NUMBER
41730.0

CLASS TITLE
Telecommunications Network Supervisor

CLASS NUMBER
52485

☒ State Agency ☐ County Agency ☐ New Position ☒ Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Telecommunications Network Supervisor

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41710.0 Telecommunications Network Manager 2

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
40	Supervises the Network Services group involved in installing and maintaining state-wide voice, data & video networks which operate 24 hours per day, 7 days per week & serve multiple state agencies, boards & commissions. Assists staff in identifying & resolving network problems for various state agencies, boards & commissions. Establishes goals & priorities, assigns & reviews work, schedules & trains subordinates, recommends changes in policies & procedures & may act as sole supervisor of the communications area in the absence of the manager.	Knowledge of (1) supervision of technical staff; (2) voice, data & video technology & installation & maintenance procedures for telecommunications systems. Skill in (3) operating electronic testing equipment. Ability to (4) understand installation & maintenance procedures for electronic equipment; (5) understand technical manuals & verbal instructions.
30	Develops & implements policies & procedures related to installing & maintaining network hardware & software components. Analyzes data from various reports on network failures, mean time to repair & vendor response time in order to facilitate efficient resolution of network troubles. Collects statistics & prepares summary reports on video network & video conference call utilization.	Knowledge of 1, 2. Skill in 3. Ability to 4, 5.
20	Participates in the development, implementation & administration of telecommunications projects involving state agencies, boards & commissions. Monitors & reports status on the implementation of major video projects.	Knowledge of 1, 2. Skill in 3. Ability to 4, 5.
10	Provides technical assistance to staff, vendors & other state agencies, boards & commissions. Oversees the input of information into data systems to track trouble reports, generate usage reports & maintain records of units & systems. Keeps abreast of new network technology & reviews industry news flashes, periodicals & publications.	Knowledge of 1, 2. Skill in 3. Ability to 4, 5.
	Must submit to & pass a personal background check. This position works as an essential employee & is overtime exempt..	

List Position Numbers & Class Titles of Positions Directly Supervised:
41731.0 Telecom Network Opr 2
41732.0 Telecom Network Opr 2
41733.0 Telecom Network Opr 2
41734.0 Telecom Network Opr 2

SIGNATURE OF AGENCY REPRESENTATIVE

DATE
9-2-03

Appd 11-13-03 CB