

<h1 style="margin:0;">POSITION DESCRIPTION</h1>	OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES	AGENCY Office of Information Technology
	DIVISION OR INSTITUTION Service Delivery Division	
	UNIT OR OFFICE Unified Network: Network Operations	

POSITION CONTROL NUMBER 41731.0	<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 Operator 2		POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR 41760.0 Data Systems Manager	
	NORMAL WORKING HOURS (Explain unusual or rotating shift) 8:00 a.m. - 5:00 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		Under general supervision, monitors, maintains & troubleshoots statewide, multi-agency voice, data, video, digital & fiber optic telecommunications network problems: monitors, maintains & connects Ethernet connections on Service Delivery Division's (SDD) local & wide-area networks (LAN & WAN); troubleshoots & runs network diagnostics to resolve 10/100BaseT Ethernet connectivity problems & cabling issues; uses diagnostic software & manual electronic test equipment (e.g., trouble ticketing computer system, analog/digital remote access testing computer system, multi-line telephone console, protocol analyzer/bit error rate test set, transmission impairment measurement set, T-1 multiplexing systems); uses video protocols (e.g., H.320, H.321, H.323); maintains & troubleshoots video, voice & data networks; interprets circuit engineering design documents; initiates repair of equipment by state personnel or refers problems to appropriate vendor for resolution (e.g., contacts vendor, facilitates problem resolution on trouble tickets currently in system, works with multiple vendors including long distance, local telephone companies & other equipment manufacturers & maintenance contractors, maintains records of all action taken, performs final circuit acceptance testing & assists with new circuit turn-ups); interacts with customers on daily basis; as essential employee, responds to network emergencies on 24X7 basis which may require carrying a pager or cell phone.	Knowledge of (1) voice, data & video telecommunication systems technology; (2) telecommunications operating & testing procedures; (3) LAN & WAN computer networks; (4) customer relations; (5) video protocols (e.g., H.320, H.321, H.323); (6) maintaining & troubleshooting video & data networks; Skill in (7) use of software-based & manual test equipment (e.g., diagnostic computer systems, telephone console, protocol analyzer, multiplexing systems); Ability to (8) define problems, collect data, establish facts & resolve technical problems; (9) communicate regarding technical & non-technical matters; (10) comprehend variety of technical materials & manuals; (11) move fingers & hands easily to operate computer terminal & test equipment; (12) respond to network emergencies on 24X7 basis; (13) carry pager or cell phone..	
45		Provides technical support to Call Center environment to resolve remote access problems & virtual private network authentication problems: installs, tests & repairs Service Delivery Division's video network equipment (e.g., CSU/DSUs, bridges, routers, switches, modems, video equipment), digital cross-connect systems & DAC1 multiplex; provides logistical support & assists with asset management; assists with secure authentication database support & basic workstation support; may push, pull, lift or otherwise move up to 100 lbs. of equipment during installation or repairs; assembles, labels, & documents various cables; updates telecommunications records & files by entering information into computer system.	Knowledge of 1, 2, 3, 4, 5, 6, (14) installing, testing & repairing data, video & voice network (e.g., routers, switches, modems, CSU/DSU & video equipment). Skill in 7 Ability to 8, 9, 10, 11, (15) push, pull, lift or otherwise move up to 100 lbs. of equipment;	
52482	List Position Numbers and Class Titles of Positions Directly Supervised:		SIGNATURE OF AGENCY REPRESENTATIVE 	
			DATE 10/24/06	

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OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Unified Network: Network Operations

POSITION CONTROL NUMBER
41731.0

CLASS TITLE
Telecommunications Network Operator 2

CLASS NUMBER
52482

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Telecommunications Network Operator 2

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

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

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JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
5	<p>Researches changing technologies in video networking to stay current on latest industry trends.</p> <p>Must submit to & pass personal background check & works as essential employee.</p>	<p>Knowledge of 1, 2, 3, 5.</p> <p><u>Position Specific Minimum Qualifications</u> 24 mos. exp. maintaining & troubleshooting video & data networks;</p> <p>18 mos. exp. using video protocols (e.g., H.320, H.321, H.323);</p> <p>18 mos. exp. installing, testing & repairing video network equipment (e.g., CSU/DSUs, bridges, modems & video equipment.</p>

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory L. Mountz

11/21/06

Upd 11-6-06 CB