

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
DAS/Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery division

UNIT OR OFFICE
Network Services/Network Operations

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: 41730.0 Telecommunications Network Supervisor
 NORMAL WORKING HOURS (Explain unusual or rotating shift): 8:00 a.m. - 5:00 p.m.
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JOB DESCRIPTION AND WORKER CHARACTERISTICS

POSITION CONTROL NUMBER
41731.0

CLASS TITLE
Telecommunications Network Operator 2

CLASS NUMBER
52482

%	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; analyzes, tests & isolates network problems for various state agencies; operates diagnostics software-based & 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); using video protocols (e.g., H.320, H.321, H.323), maintains & troubleshoots video & 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) customer relations; (4) video protocols (e.g., H.320, H.321, H.323); (5) maintaining & troubleshooting video & data networks; Skill in (6) use of software-based & manual test equipment (e.g., diagnostic computer systems, telephone console, protocol analyzer, multiplexing systems); Ability to (7) define problems, collect data, establish facts & resolve technical problems; (8) communicate regarding technical & non-technical matters; (9) comprehend variety of technical materials & manuals; (10) move fingers & hands easily to operate computer terminal & test equipment; (11) push, pull, lift or otherwise move up to 100 lbs. of equipment.
45	Installs, tests & repairs Service Delivery Division's video network equipment (e.g., CSU/DSUs, bridges, modems, video equipment), digital cross-connect systems & DAC2 multiplex: 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:(12) installing, testing & repairing video network equipment (e.g., CSU/DSUs, bridges, modems & video equipment); Skill in 6 Ability to 7, 8, 9, 10, 11,
5	Researches changing technologies in video networking to stay current on latest industry trends.	Knowledge of 1, 2, 4

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

George L. Herro

7-14-04

Cpd 7/27/04 CB

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%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
	<p>Must submit to & pass personal background check & serves as essential employee.</p>	<p><u>Position Specific Minimum Qualifications</u> 24 mos. exp. maintaining & troubleshooting video & data networks; 18 mos. exp. using video protocols (e.g., H.320, H.321, H.323); 18 mos. exp. installing, testing & repairing video network equipment (e.g., CSU/DSUs, bridges, modems & video equipment.</p>

CLASS TITLE
Telecommunications Network Operator 2

CLASS NUMBER
52482

Appd 7/27/04 CB

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

George L. Howard

7-19-04