

POSITION DESCRIPTION

OHIO DEPARTMENT OF ADMINISTRATIVE SERVICES

AGENCY
Office of Information Technology

DIVISION OR INSTITUTION
Service Delivery Division

UNIT OR OFFICE
Unified Network: Network Operations

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
41760.0 Data Systems Manager

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 |
|----|--|---|
| 50 | <p>Monitors, maintains, & connects Ethernet connections on Service Delivery Division's (SDD) local & wide-area networks (LAN & WAN): as part of team of information technology (IT) professionals, assists in assessing, designing, monitoring &/or maintaining locations for data communications/telecommunications services & equipment &/or network integration configuration; runs network diagnostics to resolve 10/100BaseT 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 & maintains Ethernet connections for personal computers, printers, servers & other Ethernet devices; project manages installation of local-area network equipment & Ethernet cabling performed by contractors & vendors; provides technical support to all users of statewide video conferencing network (e.g., state agencies, K-12 schools, colleges & universities); maintains LAN & WAN computer network; runs LAN & WAN network communications diagnostics; documents & communicates network problem resolutions to upper-level network technicians involved in maintaining network; connects & maintains user terminal connectivity; completes documentation for each customer response on network application job ticketing system; maintains printer connections; monitors, maintains, connects & documents connections to LAN & WAN equipment.</p> | <p>Knowledge of (1) network concepts, wiring, protocols & hardware devices; (2) local area & wide area computer network equipment; (3) diagnostic techniques for troubleshooting network problems; (4) computer science (i.e., telecommunications networking); (5) monitoring, maintaining, & documenting connections to LAN & WAN equipment. Skill in (6) operation of computer & 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 & resolve technical problems; (10) interpret extensive variety of technical material in books, journals & manuals; (11) cooperate with co-workers on group projects.</p> |
| 30 | <p>Works with network carriers to maintain statewide network (e.g., addressing protocols, WAN capacities, & WAN trouble shooting procedures): assists in resolving voice mail auto-attendant & automated call distribution & call center management information system problems; 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.</p> | <p>Knowledge of 1, 2, 3, 4, 5 Skill in 6, 7* Ability to 8, 9, 10, 11.</p> <p>*developed after employment</p> |

POSITION CONTROL NUMBER
41764.0

CLASS TITLE
Network Services Technician 2

CLASS NUMBER
67192

Apd 2-3-06 CB

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



5-13-05

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| 20 | <p>Analyzes & resolves customer networking problems involving SDD networking: carries pager 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.</p> <p>Must submit to & pass personal background check & works as essential employee.</p> | <p>Knowledge of 1, 2, 3, 4, 5 Skill in 6, 7* Ability to 8, 9, 10, 11.</p> <p><u>Position Specific Minimum Qualifications</u> 18 mos. exp. or 18 mos. trg. in monitoring, maintaining & documenting connections to LAN & WAN equipment.</p> <p>*developed after employment</p> |

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