

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 5

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41750.0 Network Administration 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
55	<p>Serves as team leader (i.e., provides work direction & training) to lower-level Network Services Technicians or other IT professionals in providing comprehensive network & data communications/telecommunications support services including analyzing, designing & monitoring telecommunications network services & equipment: stays abreast of new technologies & provides technical expertise & assistance to Network Administration Manager & Service Delivery Division (SDD) Network Services Help Desk personnel regarding solutions to local & wide area networking problems; installs, configures & maintains network management software (e.g., Windows NT or UNIX platform); designs, plans & implements installation of hardware devices (e.g., routers, switches, bridges, hubs, modems, CSU/DSU, repeaters, remote access servers); analyzes & designs Ethernet network configurations; analyzes & maintains telecommunications local & wide-area networks; designs, implements, troubleshoots & resolves network problems using network technologies (e.g., Decnet, SNA, IPX, TCP/IP, Appletalk, HP Openview); provides engineering support for SDD enterprise network security management (e.g., firewall technology/services, web load balancing hardware, enterprise management software, VPN technology, secured hosting).; works as essential employee, responds to "production down" local & wide area networking problems on a 24X7 basis; may be required to carry pager or cell phone to respond to emergency network problems.</p>	<p>Knowledge of (1) electronic data processing; (2) installation, repair & maintenance of data communications/ telecommunications &/or electronic data processing equipment;(3) lead work; (4) network devices, protocols; (5) enterprise network security management; (6) network systems analysis & design; (7) designing, implementing, & troubleshooting network technologies (e.g., Decnet, SNA, IPX, TCP/IP, Appletalk, HP Openview); (8) analyzing & maintaining telecommunications local & wide area networks; (9) enterprise network security management (e.g., firewall technology/services, web load balancing hardware, enterprise management software, VPN technology, secured hosting). Skill in (10) operation of computer peripheral & electronic testing equipment; (11) use of TCP/IP; Ability to (12) define problems, collect data, establish facts & draw valid conclusions; (13) interpret extensive variety of technical material in books, journals & manuals; (14) deal with many variables & determine specific action; (15) understand manuals & verbal instructions, technical in nature; (16) prepare meaningful, concise & accurate reports; (17) cooperate with co-workers on group projects; (18) respond to network emergencies on a 24X7 basis; (19) carry pager or cell phone to respond to network emergencies; (20) understand network protocols & network concepts; (21) use proper research methods in gathering data.</p>

POSITION CONTROL NUMBER
41775.0

CLASS TITLE
Network Services Technician 5

CLASS NUMBER
67195

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



10-27-04

Appd 11-10-04CB

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 5

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
41750.0 Network Administration Manager

NORMAL WORKING HOURS (Explain unusual or rotating shift)
8:00 a.m. - 5:00 p.m.

Page 2 of 2

JOB DESCRIPTION AND WORKER CHARACTERISTICS

%	Job Duties in Order of Importance	Minimum Acceptable Characteristics
20	Monitors & manages enterprise network security to ensure data accessibility: diagnoses common network hardware & software problems; provides technical support to SDD networking customers; analyzes & resolves customer networking problems involving SDD networking services (LAN Connectivity, RAS & router service); researches, purchases & maintains network components needed for providing SDD Network Services.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9 Skill in 10, 11 Ability to 12, 13, 14, 15, 16, 17, 18, 19, 20, 21
10	Evaluates & verifies operation of vendor network software & hardware: evaluates networking products & recommends purchases for providing SDD networking services; designs, plans & implements hardware & software updates to Local & Wide Area network devices; documents & communicates networking problems & network problem resolutions with management & SDD help desk personnel.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9 Skill in 10, 11 Ability to 12, 13, 14, 15, 16, 17, 18, 19, 20, 21
15	Documents & communicates networking problems & network problem resolutions to management & SDD help desk personnel: provides training to lower-level network services technicians.	Knowledge of 1, 2, 3, 4, 5, 6, 7, 8, 9 Skill in 10, 11 Ability to 12, 13, 14, 15, 16, 17, 18, 19, 20, 21 <u>Position Specific Minimum Qualifications</u> 36 mos. exp. in network systems analysis & design 36 mos. exp. in analyzing & maintaining telecommunications local & wide-area networks 36 mos. exp. using TCP/IP protocol; 30 mos. exp. in enterprise network security management (e.g., firewall technology/services, web load balancing hardware, enterprise management software, VPN technology, secured hosting).

POSITION CONTROL NUMBER
41775.0

CLASS TITLE
Network Services Technician 5

CLASS NUMBER
67195

App'd 11-10-04 CB

List Position Numbers and Class Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE



10-27-04