

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

POSITION NUMBER
20006427 (41761.0)

State Agency County Agency New Position Change

County of Employment
Franklin

USUAL WORKING TITLE OF POSITION
Network Services Technician 4

POSITION NO. AND TITLE OF IMMEDIATE SUPERVISOR
20006416 (41750.0) Network Administration 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

%	Duties in Order of Importance	Minimum Acceptable Characteristic
60	<p>Participates on team that assesses, designs, monitors, maintains & troubleshoots local area network (LAN), wide area network (WAN), remote access server (RAS), Access Control Server (ACS) & switch & router configurations: monitors & maintains network hardware to ensure data accessibility for network customers; monitors communication lines & network devices; troubleshoots & resolves network problems; documents current network infrastructure; prepares status reports as needed; researches & documents topology drawing of customer network connections; serves as first point of contact for vendors & state personnel in site preparation & installation & maintenance of Service Delivery Division's (SDD) LAN connections switch & router configurations; assists in network design; installs, maintains & troubleshoots network connections (e.g., LAN, WAN, RAS, ACS), switch & router configurations; works as lead technician in the Ohio Customer Service & Security Center.</p>	<p>Knowledge of (1) lead work; (2) network concepts, wiring, protocols & hardware devices; (3) network hardware, software, operating systems & procedures; (4) installation, maintenance & troubleshooting LAN, RAS, ACS & FEP switch configurations & router configurations; Skill in (5) operation of computer & peripheral equipment; (6) use of electronic testing equipment; Ability to (7) interpret variety of instructions in written, oral, picture or schedule form; (8) define problems, collect data, establish facts & draw valid conclusions; (9) interpret extensive variety of technical material in books, journals & manuals; (10) deal with many variables & determine specific action; (11) cooperate with co-workers on group projects; (12) document topology drawings; (13) understand network wiring; (14) comprehend & record figures accurately; (15) maintain accurate records.</p>
30	<p>Installs, tests, repairs, documents & maintains SDD Network Services network connections & network hardware devices (e.g., 10/100/1000 BaseT switches, Cisco Routers, modems, hubs, patch panels): diagnoses common network hardware problems; researches, purchases & maintains network components needed for providing SDD Network Services; as essential employee, responds to "production down" local & wide area networking problems 24 hours/day, 7 days/week which requires standby, overtime or call back; may be required to carry cell phone or wear pager; may be required to move up to 70 lbs. heavy network equipment.</p>	<p>Knowledge of 1, 2, 3, 4 Skill in 5, 6 Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15, (16) respond to network emergencies on 24X7 basis; (17) carry cell phone or wear pager; (18) lift, push, pull, or otherwise move up to 70 lbs.</p>

JOB CODE TITLE
Network Services Technician 4

JOB CODE
67194

List Position Numbers and Titles of Positions Directly Supervised:

SIGNATURE OF AGENCY REPRESENTATIVE

DATE

Gregory L. Roberts

3/15/07

App'd 3-23-07 UB

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10	<p>Documents & communicates network problem resolutions with other information technology professionals; provides training to lower-level network services technicians; maintains & documents billing records for SDD Network Services LAN Group.</p> <p>Must submit to & pass personal background check & works as essential employee.</p>	<p>Knowledge of 1, 2, 3, 4 Skill in 5, 6 Ability to 7, 8, 9, 10, 11, 12, 13, 14, 15</p> <p><u>Position Specific Minimum Qualifications</u></p> <p>18 mos. exp. or 18 mos. trg. installing, maintaining & troubleshooting network connections (e.g., LAN, RAS, ACS, FEP) switch/router configurations.</p>

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