

STATE OF OHIO (DAS)
CLASSIFICATION
SPECIFICATION

<u>CLASSIFICATION SERIES:</u> Telecommunications Network	<u>SERIES NO.:</u> 5248
<u>MAJOR AGENCIES:</u> Administrative Services, Department of Job & Family Services, Education Broadcasting Commission & State Highway Patrol	<u>EFFECTIVE DATE:</u> 04/22/2012

SERIES PURPOSE:

The purpose of the telecommunications network occupation is to monitor & troubleshoot voice & data telecommunications network problems & associated equipment.

Incumbents supervise telecommunications operations.

The classification series is reserved for the Department Of Administrative Services, Department Of Job & Family Services, Education Broadcasting Commission & State Highway Patrol only.

CLASS TITLE

Telecommunications Network Supervisor

CLASS NUMBER

52485

PAY RANGE

13

EFFECTIVE

01/09/2005

CLASS CONCEPT:

The first supervisory level class works under direction & requires thorough knowledge of electronics & telecommunications network systems in order to supervise telecommunications network personnel on assigned shifts, operating 24 hours per day, 7 days per week, 365 days per year & which support multiple state agencies' communication needs & to serve as sole supervisor of communications area at least 25% of time, or in State Highway Patrol, to supervise personnel responsible for operation of statewide communication network (i.e., Law Enforcement Automated Data System) providing access to criminal justice agencies, or in Ohio Department of Job & Family Services, to supervise unit of lower-level telecommunications network operators involved in monitoring & troubleshooting statewide voice & data telecommunications network (i.e., frame relay, t1, 56k, x.25 & analog).

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Network Supervisor	52485	EX	01/09/2005	13

JOB DUTIES IN ORDER OF IMPORTANCE: (These duties are illustrative only. Incumbents may perform some or all of these duties or other job-related duties as assigned.)

Supervises unit of lower-level telecommunications network operators for assigned shifts who are involved in monitoring & troubleshooting state-wide voice & data telecommunications network, which operates 24 hours per day, 7 days per week, 365 days per year & supports multiple state agencies' communication needs, & associated equipment, assists staff in identifying & resolving network problems of various state agencies (i.e., State Highway Patrol, Job & Family Services, Lottery, Bureau Of Motor Vehicles), oversees & coordinates installation & development of microwave system with various vendors, establishes goals & priorities, assigns & reviews work, trains staff, schedules work, recommends changes in section policies &/or procedures to supervisor & acts as sole supervisor of communications area at least 25% of time;

OR

In State Highway Patrol, supervises personnel responsible for operation of statewide communication network (i.e., Law Enforcement Automated Data System) providing access to criminal justice agencies;

OR

In Department of Job & Family Services, supervises unit of lower-level telecommunications network operators involved in monitoring & troubleshooting statewide voice & data telecommunications network (i.e., frame relay, t1, 56k, x.25 & analog), plans & coordinates unit project requirements for telecommunications equipment, oversees & coordinates printers, modems, hubs, routers, switches & associated cabling for lans/wan, oversees hardware repair facility, warehouse inventory & equipment salvage, establishes goals & priorities, assigns & reviews work, trains staff, schedules work, recommends changes in section policies &/or procedures to telecommunications technician manages & acts as sole supervisor of communications area.

Analyzes data from various reports on circuit outages, vendor response time & section reports in order to facilitate more efficient resolution of circuit outages in network system; develops & implements unit procedures &/or policies & procedures pertaining to use of network; evaluates project needs & procures resources to complete projects; participates in development, implementation & administration of telecommunications systems serving multiple state agencies or criminal justice agencies; assists in developing annual budget.

Provides technical assistance to staff, vendors &/or other agencies regarding specialized systems; oversees development & input of data into computer & generates reports; maintains records of unit & system operations; keeps abreast of new electronic communications network technology & of electronic information security methods.

MAJOR WORKER CHARACTERISTICS:

Knowledge of electronics; telecommunications network systems; microwave technology; telephone systems/operations; telecommunications testing procedures; employee training & development; supervisory principles/techniques*. Skill in operation of software-based & manual test equipment (e.g., diagnostic computer systems, telephone console, protocol analyzer). Ability to define problems, collect data, establish facts & draw valid conclusions; comprehend variety of technical materials & manuals; communicate regarding technical & non-technical matters; move hands/fingers easily to operate computer terminal & test equipment.

(*)Developed after employment.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:

Completion of associate core program in electronics or telecommunications; 24 mos. exp. in monitoring, troubleshooting & diagnosing problems associated with voice & data telecommunications network systems; 6 mos. trg. or 6 mos. exp. in employee training & development.

-Or 6 mos. exp. as Telecommunications Network Operator 3, 52483.

-Or equivalent of Minimum Class Qualifications For Employment noted above.

TRAINING AND DEVELOPMENT REQUIRED TO REMAIN IN THE CLASSIFICATION AFTER EMPLOYMENT:

Not applicable.

UNUSUAL WORKING CONDITIONS:

May work second, third or rotating shifts; may be on call 24 hrs./day, 7 days/week; work may involve operation of computer terminal for long periods of time; must work as essential employee; must submit to & pass personal background check; must agree to & sign Department Of Administrative Services', Division Of Computer Services', code of responsibility for security safeguarding of assets.