

STATE OF OHIO (DAS)CLASSIFICATION
SPECIFICATION**CLASSIFICATION SERIES**

Network Services

MAJOR AGENCIES

All Agencies

SERIES NUMBER

6719

EFFECTIVE

03/23/2014

SERIES PURPOSE

The purpose of the network services occupation is to provide comprehensive network & data communications/telecommunications support services to agency &/or other political sub-division &/or provider users.

Incumbents manage one section and direct and oversee data communications/telecommunications/network support activities of each team.

GLOSSARY: The terms listed below, whenever they appear within the classification specification, are to be interpreted to mean the following:

Complex Network: A LAN residing on a WAN comprised of many IPX and/or IP subnets in routed and/or switched environments located over large geographic areas.

First-Level Help Desk Support: Simple/routine problems such as replacement of work station components and minimal software problems.

Local Area Network (LAN): A local group of microcomputers and other devices that are connected by a communications link (network) which allows any device to interact with another on the network. A local area network generally spans a small geographic area, such as within a single building. For example: A high end microcomputer is used as a network file server with network licensed software stored on it. The file server is connected by an ethernet cabling scheme to many personal computers and a single printer. Refer to the "note" statement at the end of the glossary for further information.

Remote Location: A physical building, not workstation, that has a street address that is different from that of the building housing the office of the agency's appointing authority. A street address that has a different floor, suite or post office box number or other identification does not qualify. For example: 30 East Broad Street, 28th floor and 30 East Broad Street, 30th floor do not constitute two remote locations. The state of Ohio telephone directory will serve to identify the street address of the office of the agency's appointing authority.

Second-Level Help Desk Support: Personal computer based or software problems impacting multiple work stations and/or are LAN related or simple diagnostic/analysis of server, router, switch problems within the network infrastructure.

Section: Comprised of two or more teams of network service staff. The section may include lower-level supervisory personnel reporting to a Network Services Manager, 67197.

Team: Comprised of two or more state and/or contract information technology professionals.

Wide Area Network (WAN): A network that transmits over a large geographic area using high speed telecommunications lines provided by private telecommunications facilities and/or provides a link between dispersed local area network segments &/or provides the links from a computer center to remote locations. Refer to the "note" statement at the end of the glossary for further information.

Note: This series is restricted to agencies whose LAN & WAN operations meet the following definition: network operations must be centrally managed, enterprise-wide (i.e., over 50 remote locations) distributed LAN which provides all the following services to all end users: file and printer sharing, e-mail (e.g., Groupwise, Exchange), managed internet access (e.g., firewall, security), office automation tools (e.g., ms office, Corel office), gateway connectivity to mainframe systems, and distributed directory services (i.e., complex [i.e., fault tolerant, replicated and partitioned] enterprise - wide database which defines every object residing on the network [e.g., users, printers, file servers, applications]). In addition, in order to manage and monitor the network, requires the integrated and combined use of network management tools which perform two or more of the following: device management; infrastructure monitoring; and intelligent troubleshooting and diagnostics. All other agencies should refer to Network Administration Series, 6713.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Network Services Supervisor	67196	16	03/23/2014

CLASS CONCEPT

The supervisory level class works under general direction & requires thorough knowledge of computer science, electronics, electronic data processing or related field, data communications/telecommunications & network administration, employee development & training, supervisory principles/techniques, microcomputers & microcomputer networking concepts in order to supervise information technology professionals, which may include contract staff, assigned to one unit involved in providing comprehensive network & data communications/telecommunications support services.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>PAY GRADE</u>	<u>EFFECTIVE</u>
Network Services Manager	67197	17	03/23/2014

CLASS CONCEPT

The management level class works under general direction & requires thorough knowledge of computer science, electronics, electronic data processing or related field, data communications/telecommunications & network administration, employee development & training, supervisory principles/techniques & microcomputers & microcomputer networking concepts in order to manage one section (i.e., comprised of multiple teams; each team may be composed of state &/or contract staff) of information technology professionals, & direct & oversee field activities of each team in data communications/telecommunications services & equipment & network support services (e.g., systems administration; network image; telecom/department operations; network operations center, user support), & supervise assigned staff.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Network Services Supervisor	67196	EX	03/23/2014	16

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 information technology staff, assigned to one work unit, involved in assessing, designing, monitoring &/or maintaining data communications/telecommunications services & equipment &/or network support services locally &/or to remote locations (e.g., county &/or other political sub-division sites), stays abreast of new technologies & industry standards & trains lower-level network services staff on same, directs & oversees activities of unit involved in systems administration, network image, telecom/department operations, network operations center &/or user support, monitors unit activities, participates in long-range planning for purchasing, designing & installing data communications/telecommunications equipment, evaluates costs & feasibility of testing equipment & vendor products, oversees activities & provides supervision to contract staff, reviews network functioning, procedures & documentation, monitors work in progress, orients & trains new staff &/or recommends training seminars/classes for staff, assists in preparation of budget, works with other network services supervisors &/or team leads to ensure standardization of policies & procedures & quality of services related to telecommunication services & network administration & provides project management.

Provides direction & /or participates in documenting & communicating problem resolutions with other information technology staff & information technology staff involved in maintaining network; ensures mentorship &/or training to lower-level information technology staff; writes network maintenance procedures; responds to "production down" problems on 24 hour basis; diagnoses common network hardware problems; installs, tests, repairs & maintains electronic data processing &/or voice telecommunications equipment (e.g., terminals, modems, printers, telephones) & peripheral network materials (e.g., cables, circuit boards, controllers, multiplexers).

Confers & meets with users, vendors &/or other unit supervisors in order to exchange information, resolve difficult or technical problems &/or to coordinate operations; attends management-level meetings & provides expert advice to higher-level management personnel; researches & refers to technical manuals for problem resolution & guidance & attends meetings to discuss projects & to participate in development/revision of automated systems & their associated impact on data communications/telecommunications &/or network operations; confers with training officer to produce training materials or evaluate courses for distribution; facilitates telecommunication/network training courses; attends industry standard seminars & conferences; reviews/evaluates networking software/hardware; performs upgrades with other information technology staff.

MAJOR WORKER CHARACTERISTICS

Knowledge of computer science, electronics, electronic data processing or related field; microcomputer network hardware, software & operating systems & procedures; network administration/network technology; installation, repair & maintenance of data communications/telecommunications &/or electronic data processing equipment; inventory control & agency purchasing/billing procedures; employee training/development; supervisory principles/techniques; customer relations. Skill in operation of computer & peripheral equipment & keyboard operations; use of electronic testing equipment (e.g., protocol analyzer, line analysis computer) & hand tools. Ability to comprehend extensive variety of technical material; define problems, collect data, establish facts & resolve technical problems; cooperate with co-workers on team projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of undergraduate core program or associate degree in computer science, electronics or data communications/telecommunications; 42 mos. exp. or 42 mos. trg. in installation, removal, repair & maintenance of data communications/telecommunications &/or electronic data processing equipment/devices; 42 mos. trg. or 42 mos. exp. in network administration; 12 mos. exp. or 12 mos. trg. in supervisory principles & techniques.

-Or 12 mos. exp. as Network Services Technician 5, 67195.

-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

Work involves operations of computer terminal for long periods of time; overtime may be required; travel may be required which may include overnight stay; must be able to be on-call 24 hours per day, 7 days per week; required to move up to 70 lbs; required to provide own transportation if state vehicle is not available; must be willing to carry pager/cellular telephone; may be required to show proof of automobile insurance pursuant to Section 4509.51 of Ohio Revised Code.

<u>JOB TITLE</u>	<u>JOB CODE</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY GRADE</u>
Network Services Manager	67197	EX	03/23/2014	17

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.)

Manages one section of information technology staff, provides high-level project management (i.e., may involve staff across sections &/or bureaus), directs & oversees activities of each team in data communications/telecommunications services & equipment, network support services monitoring & maintenance (e.g., systems administration; network image; telecom/department operations; network operations center; user support), monitors section activities, participates in long-range planning for purchasing, designing & installing data communications/telecommunications equipment, evaluates costs & feasibility of testing equipment & vendor products, oversees activities & provides supervision to contract staff, reviews network functioning, procedures & documentation, monitors work in progress, orients & trains new staff &/or recommends training seminars/classes to staff, prepares budget & works with other network services managers to ensure standardization of policies & procedures & quality of services related to telecommunication services &/or network administration.

Confers & meets with users, vendors &/or other section managers in order to exchange information, resolve difficult or technical problems &/or to coordinate operations; attends management-level meetings & provides expert advice to higher-level management personnel; researches & refers to technical manuals for problem resolution & guidance & attends meetings to discuss projects & to participate in development/revision of automated systems & their associated impact on data communications/telecommunications &/or network operations; confers with training officer to produce training materials or evaluate courses for distribution; facilitates telecommunication/network training courses; attends industry standard seminars & conferences; reviews/evaluates networking software/hardware; performs upgrades with other information technology staff.

MAJOR WORKER CHARACTERISTICS

Knowledge of computer science, electronics, electronic data processing or related field; microcomputer network hardware, software & operating systems & procedures; network administration/network technology; installation, repair & maintenance of telecommunications &/or electronic data processing equipment; inventory control & agency purchasing/billing procedures; employee training/development; supervisory principles/techniques. Skill in operation of computer & peripheral equipment & keyboard operations; use of electronic testing equipment (e.g., protocol analyzer, line analysis computer) & hand tools. Ability to comprehend extensive variety of technical material; define problems, collect data, establish facts & resolve technical problems; cooperate with co-workers on team projects.

MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT

Completion of undergraduate core program or associate degree in computer science, electronics or data communications/telecommunications; 54 mos. exp. or 54 mos. trg. in installation, removal, repair & maintenance of data communications/telecommunications &/or electronic data processing equipment/devices; 54 mos. exp. or 54 mos. trg. in network administration; 24 mos. trg. or 24 mos. exp. in supervisory principles & techniques.

-Or 12 mos. exp. as Network Services Supervisor, 67196

-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

Work involves operations of computer terminal for long periods of time; overtime may be required; travel may be required which may include overnight stay; must be able to be on-call 24 hours per day, 7 days per week; required to move up to 70 lbs; required to provide own transportation if state vehicle is not available; must be willing to carry pager/cellular telephone; may be required to show proof of automobile insurance pursuant to Section 4509.51 of Ohio Revised Code.