

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

Telecommunications Network

SERIES NO.:

5248

MAJOR AGENCIES:Administrative Services, Department of Job & Family Services,
Education Broadcasting Commission & State Highway Patrol**EFFECTIVE DATE:**

02/26/2012

SERIES PURPOSE:

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

At the higher levels, incumbents lead or 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 Operator 1

CLASS NUMBER

52481

PAY RANGE

09

EFFECTIVE

08/02/1998

CLASS CONCEPT:

The developmental level class works under immediate supervision & requires working knowledge of electronics & telecommunications network systems in order to learn to monitor & troubleshoot statewide, multi-agency voice & data telecommunications network problems.

CLASS TITLE

Telecommunications Network Operator 2

CLASS NUMBER

52482

PAY RANGE

11

EFFECTIVE

08/02/1998

CLASS CONCEPT:

The full performance level class works under general supervision & requires considerable knowledge of electronics & telecommunications network systems in order to monitor & troubleshoot statewide, multi-agency voice & data telecommunications network problems.

CLASS TITLE

Telecommunications Network Operator 3

CLASS NUMBER

52483

PAY RANGE

12

EFFECTIVE

10/28/1997

CLASS CONCEPT:

The advanced level class works under direction & requires thorough knowledge of electronics & telecommunications network systems in order to act as lead worker for lower-level telecommunications network operators involved in troubleshooting state-wide, multi-agency voice & data telecommunications network problems.

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 Operator 1	52481	14	08/02/1998	09

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.)

Learns to monitor & troubleshoot state-wide voice & data telecommunications network & associated equipment for circuit outages or other problems, learns to analyze, test & isolate network problems of various state agencies (i.e., State Highway Patrol, Job & Family Services, Lottery, Bureau Of Motor Vehicles) & to operate diagnostic software-based & manual test equipment (e.g., analysis/trouble ticketing computer, analog & digital remote access test computer, telephone console, protocol analyzer transmission impairment measurement set & various hand tools) & learns industry & agency standards & procedures.

Assists higher-level telecommunications network operators in installing, testing &/or repairing voice &/or data telecommunications equipment; labels & documents cables; updates records; enters data into computer; contacts vendors to facilitate problem resolution.

MAJOR WORKER CHARACTERISTICS:

Knowledge of electronics; telecommunications network systems*; microwave technology*; telephone systems/operations*; telecommunications testing procedures*. 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.

-Or 6 mos. exp. as Telecommunications Technician 1, 52411.

-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 hours/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 & confidentiality of data files & safeguarding of state assets.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Network Operator 2	52482	14	08/02/1998	11

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.)

Monitors & troubleshoots state-wide voice & data telecommunications network & associated equipment for circuit outages or other problems, analyzes, tests & isolates network problems of various state agencies (i.e., State Highway Patrol, Job & Family Services, Lottery, Bureau Of Motor Vehicles) through operation of diagnostic software-based & manual test equipment (e.g., analysis/trouble ticketing computer, analog & digital remote access test computer, telephone console, protocol analyzer, transmission impairment measurement set & various hand tools) in accordance with industry & agency standards & procedures, interprets circuit engineering design documents, initiates repair of equipment by state personnel or refers problems to appropriate vendor for resolution & maintains records of all action taken.

Assists in installation, testing &/or repair of state-wide voice &/or data telecommunications equipment; labels & documents cables; updates records; activates lines & terminals; initiates start-up & shutdown of network components on scheduled basis; backs up & recovers data; enters information into computer; receives trouble reports on trouble ticketing system & assists vendors resolve problems.

Assists in training lower-level operators & in monitoring work performance.

MAJOR WORKER CHARACTERISTICS:

Knowledge of electronics; telecommunications network systems; microwave technology; telephone systems/operations; telecommunications testing procedures; employee training & development*. 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; 12 mos. exp. in monitoring, troubleshooting & diagnosing problems associated with voice & data telecommunications network systems.

-Or 12 mos. exp. as Telecommunications Network Operator 1, 52481.

-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 hours/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 & confidentiality of data files & safeguarding of state assets.

<u>CLASS TITLE</u>	<u>CLASS NUMBER</u>	<u>B. U.</u>	<u>EFFECTIVE</u>	<u>PAY RANGE</u>
Telecommunications Network Operator 3	52483	14	10/28/1997	12

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.)

Serves as lead worker (i.e., provides work direction & training) over lower-level telecommunications network operators) & participates in monitoring & troubleshooting state-wide voice & data telecommunication network & associated equipment for circuit outages or other problems, analyzes, tests & isolates network problems of various state agencies (i.e., State Highway Patrol, Job & Family Services, Lottery & Bureau Of Motor Vehicles) through operation of diagnostic software-based & manual test equipment (e.g., analysis/trouble ticketing computer, analog & digital remote access test computer, telephone console, protocol analyzer, transmission impairment measurement set & various hand tools) in accordance with industry & agency standards & procedures, interprets circuit engineering design documents, initiates repair of equipment by state personnel or refers problems to appropriate vendor for resolution & maintains records of all action taken.

Serves as lead worker & participates in installation, testing &/or repair of state-wide voice &/or data telecommunication equipment; labels & documents cables; updates records; activates lines & terminal; initiates start-up & shutdown of network components on scheduled basis; backs up & recovers data; enters information into computer; receives trouble reports on trouble ticketing system & assists vendors in resolving various network problems.

MAJOR WORKER CHARACTERISTICS:

Knowledge of electronics; telecommunications network systems; microwave technology; telephone systems/operations; telecommunications testing procedures; employee training & development*. 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. trg. or 24 mos. exp. in monitoring, troubleshooting & diagnosing problems associated with voice & data telecommunications network systems.

-Or 12 mos. exp. as Telecommunications Network Operator 2, 52482.

-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 hours/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 & confidentiality of data files & safeguarding of state assets.

<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.