Network Control

Job Code	Job Title	Pay Grade
1625P3	Network Control Technician I	27
1626P3	Network Control Technician II	30
1627P3	Network Control Technician III	32
1628P3	Network Control Supervisor	33

CONCEPT:
Monitor network to ensure network availability to all system users and perform necessary maintenance to support network availability. Test, adjust, repair or replace data, voice and/or video equipment and communication cables.

TASKS

- Confers with network users about how to solve existing system problems.
- Operates master consoles in order to monitor the performance of computer systems and networks, and to coordinate computer network access and use.
- Monitors network performance in order to determine whether adjustments need to be made, and to determine where changes will need to be made in the future.
- Perform routine network startup and shutdown procedures, and maintains control records.
- Diagnose hardware and software problems and repairs, replaces, or adjusts defective components.
- Refers problems to the proper telecommunications company or equipment supplier, coordinates network testing with their technicians, and follows up on problem resolution.
- Reports action taken on a problem to the network user and verifies that the problem has been resolved.
- Extracts information required by technicians in identifying the individual wires, cables, and cross connections that make up the network.
- Analyzes information obtained from various computer systems and dials in to remote network concentrators and multiplexers to isolate network problems.
- Tests and analyzes all elements of the data, voice, or video networks, including software, power, communication equipment, lines, modems, and terminals through terminal input.
- Provides resolution for system failures or degradation; consults with telecommunications companies and equipment suppliers to correct complex or large scale network problems.
- Test faulty equipment to diagnose malfunctions, using test equipment and software, and applying knowledge of the functional operation of electronic units and systems.

LEVELS OF WORK

Network Control Technician I: This is entry level technical work in basic monitoring and problem solving for data, voice, and/or video networks reported by system users following an established set of guidelines. Work is repetitive, structured, and performed under immediate supervision. The focus at this level is on gaining technical expertise.
Minimum Requirements: High School Diploma or equivalent and six months experience monitoring and problem solving data, voice, and/or video networks. Education may be substituted for experience as determined relevant by the agency.

Network Control Technician II: This is full performance technical work monitoring and troubleshooting all elements of data, video, and/or voice systems. Work involves monitoring network resources and

performing troubleshooting activities through terminal input. Resolves system problems referred by lower level technicians, systems users or through independent monitoring of system resources using standard troubleshooting protocols. Incumbents perform under general supervision receiving instructions with respect to details but are free to develop their own work sequences within established procedures, methods and policies. There is no supervision or leadership responsibility at this level.

Minimum Requirements: Successful completion of 12 hours of computer science coursework or certification and six months experience monitoring and problem solving data, voice, and/or video networks or two years experience monitoring and problem solving data, voice, and/or video networks. Education may be substituted for experience as determined relevant by the agency.

Network Control Technician III: This is advanced work in the configuration management, monitoring, and troubleshooting of data, voice, or video systems. Responsible for bringing new systems on line, ensuring proper interface and resolve major unplanned network failures with little to no disruption to users. Interfaces new or upgraded systems into the network, forecasting future network operational needs, troubleshooting major and or previously undocumented systems failures, continually testing and analyzing the network and its various systems, and identifying and planning for potential system problems. Analytical thought becomes more important at this level due to increased data and changing situations. Involves leadership as a senior consultant or project leader, or supervisor of a small staff, performing the same or similar work as those overseen.

Minimum Requirements: Successful completion of 24 hours of computer science coursework or certification and one year experience monitoring and problem solving data, voice, and/or video networks or three years experience monitoring and problem solving data, voice, and/or video networks. Education may be substituted for experience as determined relevant by the agency.

Network Control Supervisor: This is supervisory work of all activities related to the monitoring and troubleshooting of data, voice, and/or video devices. Work is of a diversified nature responsible for the supervision of an entire organizational unit, including planning, developing, and coordinating projects and directing groups of people. Work is rarely reviewed, so consequences of error are significant. Performs as a first-line supervisor responsible for the performance of subordinates.

Minimum Requirements: Successful completion of 24 hours of computer science coursework or certification and two years experience monitoring and problem solving data, voice, and/or video networks or four years experience monitoring and problem solving data, voice, and/or video networks. Education may be substituted for experience as determined relevant by the agency.

NECESSARY SPECIAL REQUIREMENTS

Some positions in this class series may require a security clearance at the time of appointment.

NC: 08/05
REV: 06/07
REV: 06/08
REV: 06/09
REV: 09/12
REV: 6/24