

**DESCRIPTION:** Under limited supervision, independently provides leadership and performs work in the planning, development, and utilization of a most difficult enterprise-wide voice, wireless, data or video state government/state-wide network. Work involves analyzing, design, configuration, deployment, testing and troubleshooting the network. Provides evaluation of vendor products, coordinates short and long-range network deployments, upgrades, and solutions of network architecture, functionality, and problems, researches and recommends network standards; performs related work as required.

**DISTINGUISHING CHARACTERISTICS:** This is the fifth classification level of the network services class series for assigned to the State Network section of the Office of the Chief Information Officer, ETC, or at other agencies that perform technical work on a statewide communications network. Positions in this class serve as a principal technical authority/consultant on technical operations and coordination issues relating to the network systems and perform the most difficult planning, development, coordination, and operational work involving state government/state-wide voice, data, or video communication networks. Coordination involves interaction of multiple clients including representatives of governmental entities, political subdivisions, and outside vendors on a statewide level in difficult coordination and decision making capacities where stakeholders have divergent viewpoints. Positions in this class provide leadership in the research, development, and advocacy of network standards. Work performed by this class requires high level analysis, involves situations where factors are not readily apparent, involves unusual complexities, involves multiple alternative solutions to problems, involves phased deployment or multiple network components, and errors in work performed may impact large portions of the state network.

**EXAMPLES OF WORK:** (A position may not be assigned all the duties listed, nor do the listed examples include all the duties that may be assigned.)

#### Network System Design and Implementation

- Researches, designs, and specifies communication network/system facilities and services.
- Oversees the testing and implementation of communication networks/systems.
- Provides technical assistance to customers, vendors, and the general public.
- Advises and consults with agency, state, and federal management officials and staff on communication networks/systems regarding technical and security issues; policies, regulations, and standards; and design, performance, and compatibility requirements.
- Completes communication network/system reviews, equipment reviews, long range planning studies, and documentation.
- Prepares plans and technical specifications for enterprise-level state government/state-wide and/or regional communication networks/systems.
- Develops communication network/system plans and installations for voice, data, wireless and video statewide networks, including technology convergence.

#### System Administration

- Develops management procedures for installations.
- Develops procedures, standards, and policies for communication networks/systems in all state facilities, and, as appropriate, with local entities and other users.
- Develops procedures for consolidating, upgrading, and improving interoperability of communication networks/systems for state, local, and public safety entities.

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- Oversees compliance of communication network/system services and operations with regulations, mandates, and statutes.
- Documents communication network/system designs and operational features.

### Network Support

- Provides administrative support to state government/state-wide communication networks/systems to ensure operations are in compliance with state government/state-wide goals and objectives.
- Develops shared communication network/system services on a state government/state-wide basis, and as needed on a regional/client basis.
- Develops proper technical solutions that meet client needs, maintain the integrity of communication network/system services, operate within budget guidelines, and prepare migration plans for equipment changes.
- Coordinates, manages, purchases, and leases communication network/system facilities and services for state agencies.
- Plans, designs, schedules, and coordinates local and remote site preparation for hardware and software installation. Participates in site reviews. Conducts follow up reviews to ensure work performed is in compliance with specifications and/or schedules.
- Troubleshoots and analyzes operational and connectivity problems such as firewalls and security, traffic flow, connectivity, compatibility, performance, and hardware and software malfunctions.
- Accepts requests and orders for communication network/system services.
- Advises and recommends use, purchase, and installation of communication network/system products and services to state and agency management officials.

### Procurement

- Develops and evaluates bid specifications for network/system facilities and services.
- Identifies bid awards to vendors based on requests for proposal and/or bid specifications.
- Authorizes and processes purchase requisitions for acquisition of communication network/system hardware, software, and associated services. May develop contractual documents.
- Reviews vendor equipment information and makes decisions or recommendations to supervisor on purchase. Exercises direct purchase authority as defined by State and agency policies.

### Training and Guidance

- Mentors and guides network or information technology workers.
- Identifies and provides formal technical training programs on the use of *network/system equipment\** for agency staff, technical level staff, or other workers.
- Develops project schedules for others; monitors progress and reviews assignments completed by others.

### General

- Oversees the maintenance of inventory of *network/system equipment\**, materials, and other hardware.
- Compiles traffic reports and analyzes traffic loads.
- Reviews project logs of contractors and staff to identify costs associated with communication network/system services provided for proper billing to agency receiving the services.
- Formulates plans to integrate and deploy *network/system equipment\** and services.

- Attends in-service training programs, technical/professional workshops/conferences; reviews/researches technical journals/books/literature, and shares information with peers and other technical experts to learn/keep informed about modified procedures or techniques and new advances in a field of study and to identify available best practices, technologies, methodologies, and equipment pertinent to work assigned.

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*\*Network/System Equipment such as: Centrex, PBX, switches, routers, hubs, load balancers, firewalls, intrusion detection devices, base stations, towers, pagers, antenna systems, modems, CSU/DSU's, cellular phones, video conferencing, cabling systems, closed circuit television, SMDR units, power supplies (battery backup units – UPS's) ACD, UCD, CTI, call accounting systems, call center systems, voice mail systems, voice processing system, and related communication network and computer hardware/software; and other equipment and tools such as vehicles/vans, soldering tools, hammer drills, tape measures, screwdrivers, pliers, crimpers.*

*\*\*Network/System Diagnostic Equipment such as: network assessment and encryption software, computer terminal, optical time domain reflectometer, microtest ring scanner, sumitomo fusion splicer, network devices link tester, panduit label maker, telephone test set, tone generators, levels punch down tool, tone tracers, installer's analog and digital test sets, volt/OHM meters, protocol analyzers, bit error rate testers.*

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**KNOWLEDGE, SKILLS, AND ABILITIES REQUIRED:** (These are needed to perform the work assigned.)

Knowledge of: the principles and practices of project management; concepts, components, features, and processes of current communication networks/systems such as hardware, software, internet connections, and typology configurations; industry standards, and analysis and design techniques concerning communication network/system technologies, connections, and infrastructures.

Skill in: facilitation to solve problems; information gathering; using logic and analysis to identify the strengths and weaknesses of different approaches; identifying the nature of problems; conducting tests to determine whether equipment, software, or procedures are operating as expected; coordinating work activities of others, assigning work to others, preparing project/work plan, and monitoring work progress; coordinating work activities of others, assigning work to others, preparing project/work plan, and monitoring work progress.

Ability to: coordinate and implement communication network/system activities with various agencies, organizations, and outside service providers; design, plan, and implement integrated, multiple communication networks/systems; evaluate cost-effectiveness of network/system components, features, and processes to meet compatibility standards and budget requirements; apply/implement technical communication protocols and practices in enterprise-level networks; analyze technical problems and needs, identify solutions and options, and implement corrective actions and plans of action; communicate verbally and in writing to clearly explain technical requirements and plans and to persuade adoption of these plans; interact with management officials and other staff, vendors, and clients/users.

**MINIMUM QUALIFICATIONS:** (Applicants will be screened for possession of these qualifications. Applicants who need accommodation in the selection process should request this in advance.)

Associate's or other similar two year technical degree in computer engineering/science, communications/electronic equipment, or related discipline of study AND three to five years of work experience strategic work planning, and conducting the installation, maintenance, and upgrade of equipment and components of a large communications network in addition to performing the analysis of network/electronics equipment and preparing related technical recommendations; three additional years of applicable work experience can be substituted for a degree.

**SPECIAL NOTES:**

State agencies are responsible to evaluate each of their positions to determine their individual overtime eligibility status as required by the Fair Labor Standards Act (FLSA).