

DESCRIPTION: Under limited supervision, independently performs supervisory responsibilities comprising a variety of highly skilled and technical communication network/system responsibilities and assignments relating to the planning, design, and utilization of an enterprise-wide voice, wireless, data or video State government/statewide voice, wireless, data, or video 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 any network architecture, technology convergence, functionality and problems, ensures network standards are met; performs related work as assigned.

DISTINGUISHING CHARACTERISTICS: This is the fourth classification level of the network services class series for positions 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, on a regular on-going basis, perform work as a supervisor of three or more classified professional level network and/or information technology workers at or above the State Network Analyst level. These workers provide communication network/system services that involves analyzing, design, configuration, deployment, testing and troubleshooting the network. This work requires the highest level of technical knowledge in the communication networks/systems handled.

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.)

Leadership

- Supervises assigned staff including such responsibilities as recruiting, selecting, and training workers, assigning and monitoring work, completing performance evaluations, approving leave requests, planning and organizing work of others, and handling grievances/disciplinary actions.
- Serves for a significant amount of the time as a project team leader by coordinating work activities, assigning and monitoring work, and reviewing completed work, preparing project work plans and schedules, and preparing project progress reports.

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 state government/state-wide communication network/system plans and installations for voice, wireless, data, and video statewide networks.

Network Support

- Provides administrative support to a state government/state-wide, regional, and client communication networks/systems to ensure operations are in compliance with goals and objectives.

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- Develops shared communication network/system services on a state government/state-wide basis, and as needed a regional/client basis.
- Develops proper technical solutions to meet client needs, maintaining the integrity of services, operating within budget guidelines, and preparing 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 equipment installation. Participates in site reviews. Conducts follow up reviews to ensure work performed is in compliance with schedules and/or specifications.
- Accepts and approves requests and orders for service.
- Advises and recommends use, purchase, and installation of communication network/system products and services to state and agency management and staff.

System Administration

- Develops management procedures for communication network/system installations.
- Develops procedures/standards and policies for communication networks/systems in all state facilities.
- Develops procedures for consolidating, upgrading and improving interoperability of communication network/system for state, local, and public safety entities.
- Oversees the compliance of communication network/system services and operations with regulations, mandates, and statutes.
- Oversees communication network/system equipment and other assets inventory management.
- Formulates strategic plans to develop, integrate, deploy, and maintain communication equipment and services.

Procurement and Research

- 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 and software and associated services.
- Reviews vendor equipment information and makes decisions or recommendations to supervisor on purchase. May have direct purchase authority.

Training and Guidance

- Mentors and guides other 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

- Sets rates for communications/network services on a cost recovery basis.
- Oversees the maintenance of inventory of *network/system equipment**, materials, and hardware.
- Reviews project logs of contractors and staff to identify costs associated with services provided for proper billing to agency receiving the services.
- Prepares, monitors, and manages operating budgets for specific projects.

- 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.

**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.*

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

Knowledge of: governmental rules and regulations, industry standards, and analysis and design techniques concerning communication network/system technologies, connections, and infrastructures; components, features, and practices of current communication networks/systems such as hardware, software, internet connections, equipment, and configuration and deployment activities.

Ability to: analyze technical situations and needs and implement a plan of action; communicate verbally and in writing to explain technical plans and persuade adoption of these plans; interact with management staff, assigned workers, 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.)

Associates or other similar two year technical degree in computer engineering/science, communications/electronic equipment, or related discipline of study and two years of work experience related to strategic planning; coordinating or facilitating components of implementing or maintaining a large communications network such as installation, maintenance, configuring, and/or upgrading equipment. Work experience can be substituted for a degree on a year for year basis.

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).