

JOB DESCRIPTION
(Classified Employee)

Job Title: Network Operations Support Technician

Effective Date: November
2008

Job Code: 3224

Salary Grade: 19

Statement of the Job

Employee provides network operations support for networking, internet, intranet and video conference applications. Clients are university helpdesk personnel, Department of Education, Maine School and Library Network, and a variety of non-profits. Work involves technical support of network systems and services. Work is performed under general instructions. Frequent verbal communication is required both internally and externally.

Duties of the Job

- * 1. Identify and analyze the reason for network operations, circuit, router and switch issues. Resolve issues by making or suggesting corrections. Refer problems beyond scope of the operations support center. Provide information to eliminate recurring problems. Ensure timely resolution of problems by documenting actions taken.
- * 2. Work involves technical support of network systems and services.
- * 3. Prepare and analyze operational reports to identify progress and trends. Make recommendations or conclusions based on reports.
- * 4. Develop and maintain web-based information and materials for end-users.
- * 5. Log into network equipment to identify and correct problems.
- * 6. Database entry and management.
- * 7. Assist in creating student work schedules.
- * 8. Supervise student employees in absence of the Help Desk Coordinator. Approve time of student employees.
- 9. Oversees the assembly, testing and building of fiber optic cables.
- 10. Order networking supplies. Compare materials received to packing order.

Asterisked (*) duties are the essential functions, or fundamental duties, or the systemwide classifications. The essential functions of individual positions within the classification may differ. The University may assign reasonably related additional duties to individual employees consistent with policy and collective bargaining agreements.

JOB SPECIFICATION

(Classified Employee)

Job Title: Network Operations Support Technician

Job Code No. 3224

Wage Grade 19

Total Points 382

FACTOR	DEGREE	POINTS
1. Knowledge and Skills Specialized knowledge to analyze and solve complex problems.	5	180
2. Effort I. Mental and Visual Effort Concentrated, exacting mental and visual effort to plan and perform complex work. II. Physical Effort Light physical effort or significant manual dexterity.	5 2	40 20
3. Responsibility for Cost Control Damage or waste is possible, but normal care will prevent loss.	3	24
4. Responsibility for Others I. Injury to Others Normal care and awareness required to prevent minor physical injuries. II. Supervisory Responsibility Assigns tasks to a helper; and/or supervises student or temporary employees during a minor portion of the time. III. Sensitive Information and Records Occasionally has access to and processes some sensitive information.	2 2 3	16 16 24
5. Working Conditions Frequent exposure to several adverse stimulations or to one which is particularly disagreeable.	3	30
6. Responsibility for External and Internal Relations Frequent, important external and/or internal contacts.	4	32