

TITLE: <u>Network Control Operator</u>	SALARY SCHEDULE: <u>Staff</u>	CLASS CODE: <u>SA542</u>
UNION: <u>Staff Association - Local 2071, U.A.W.</u>	SALARY GRADE: <u>8</u>	EEO CODE: <u>50</u>
	FLSA: <u>Non-Exempt</u>	E-CLASS: <u>SA</u>

POSITION PURPOSE

Provide assistance and support to University computer network users so that access is available. Knowledge of general routines to access network systems is needed to provide advise and counsel to users.

ESSENTIAL JOB FUNCTIONS

- Monitor network systems. Check network communication connections, utilizing network monitorin tools to ensure users have access to University networks. Diagnose problems with network connections; report problems or changes in the network. Problems with network may affect internal and external users wishing access.
- Alert appropriate personnel and vendors of network problems. Ensure that network is maintained to prevent network downtime; notify service and repair personnel of nature and details of the problem; troubleshoot and resolve network system problems not requiring technical expertise. Make recommendations for network maintenance and upgrades.
- Assist users with problems accessing the computer network. Receive calls from users experiencing problems with the network; assist users who are unfamiliar with computers or technical terms with difficulties; offer advice on how to rectify the situation or access the network. Keep abreast of how to access and operate the network with new programs and systems upgrades.
- Work with technical staff to remain current with system upgrades. Be familiar with background material and documentation on new application programs to enhance ability to assist users with systems; keep current with system upgrades, new applications, new equipment and their integration.
- Perform related work as assigned.

THIS DESCRIPTION IS INTENDED TO INDICATE THE KINDS OF TASKS AND LEVELS OF WORK DIFFICULTY THAT WILL BE REQUIRED OF POSITIONS THAT WILL BE GIVEN THIS TITLE AND SHALL NOT BE CONSTRUED AS DECLARING WHAT THE SPECIFIC DUTIES AND RESPONSIBILITIES OF ANY PARTICULAR POSITION SHALL BE. IT IS NOT INTENDED TO LIMIT OR IN ANY WAY MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT AND CONTROL THE WORK OF EMPLOYEES UNDER THEIR SUPERVISION. THE USE OF A PARTICULAR EXPRESSION OR ILLUSTRATION DESCRIBING DUTIES SHALL NOT BE HELD TO EXCLUDE OTHER DUTIES NOT MENTIONED THAT ARE OF SIMILAR KIND OR LEVEL OF DIFFICULTY.

ADDITIONAL COMMENTS

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This classification level provides responsible and independent assistance to computer network users with accessing and operation problems. This level performs tasks which are procedural in nature. Incumbents must handle new situations based on information learned through prior experience or exposure. Incumbents must exercise keen attention to detail and the ability to communicate effectively with University personnel, students and the general public. Computer networks are available to internal and external users on a 24-hour a day, 365-day a year basis, which necessitates that incumbents work a variety of shifts, weekends and holidays. This classification is typically found in the Division of Computing and Information Technology and reports to and receives work direction from a management level position.

MINIMUM QUALIFICATIONS

- High school graduate or equivalent combination of education and/or experience.
- Ability to work a variety of shifts, weekends and holidays.
- Ability to communicate effectively with others.
- Some knowledge of TCP/IP networking.
- Some knowledge and experience with personal computers, e-mail, and world wide web applications.
- Reasonable knowledge of client server environment.
- Some data processing experience.
- Typically, incumbents have held Computer Operator positions.

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