Class Concept

Work in this class involves serving as a technical mentor to all agency groups participating in the support of WAN/LAN, network security, and/or telecommunications services and performs elevated level troubleshooting of very technical and complex WAN/LAN, network security, or telecommunications systems. Employees provide highly skilled technical assistance to departments or agencies in network planning and troubleshooting. They act as a consultant to management and other state agencies in the review of policies, operations, controls, system development, and data communications. They work with Network Engineers and gather requirements and design customer solutions to meet their network needs. They assist the Tier 2 and Tier 3 operational teams with understanding of any new network technologies being considered for deployment and testing these enhancements prior to them being deployed into the production environment. They provide input to Network Engineers in the development of implementation plans and technical configuration standards within the network operations arena for these latest technologies and resulting oversight as part of approved implementation plans. Positions provide third level Subject Matter Expert operational support as an incident, change, and problem specialist.

Recruitment Standards

Knowledge, Skills, and Abilities
- Thorough knowledge of new and evolving telecommunications technologies and determining their suitability and applicability to highly complex data networks
- Thorough knowledge of telecommunications network software and hardware and the full range of network system requirements.
- Ability to manage projects through implementation.
- Ability to analyze and design network systems using the application of electronic and communications principles, communications protocols, and network topologies.
- Thorough knowledge of telecommunications network concepts, architecture, protocols, transport systems, and communications hardware and software.
- Thorough knowledge of digital electronics, communications systems design, and integrated circuit component technology.
- Ability to evaluate vendor equipment, design and fabricate network component parts, and diagnose and resolve network operations problems.
- Comprehensive knowledge of telecommunications network software and hardware and the full range of network system requirements.
- Knowledge of unique and rare network operational problem determination procedures and techniques.

Minimum Education and Experience

Bachelor's degree in computer science or an IT related field or related technical degree from an appropriately accredited institution and two years of progressive experience in networking or a related field; or

Associate degree in computer science or an IT related field or related technical degree from an appropriately accredited institution and three years of progressive experience in networking or a related field; or

High School or General Educational Development (GED) diploma and six years of networking related experience; or an equivalent combination of education and experience.

Note: This is a generalized representation of positions in this class and is not intended to identify essential functions per ADA.

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