

**OFFICE OF THE SECRETARY OF STATE  
DEPARTMENT OF PERSONNEL**

**COMMUNICATIONS NETWORK TECHNICIAN**

**Position Code: K1965**

**DISTINGUISHING FEATURES OF THE CLASS**

Under direction, performs responsible technical work in identifying and resolving technical problems relative to a major computerized communications network installation; as a specialist, maintains regular contact with network users to provide enhanced services from the installation.

**ILLUSTRATIVE DUTIES AND RESPONSIBILITIES**

1. Receives inquiries from communication network users regarding system problems; determines nature and extent of problems and takes necessary corrective action.
2. Performs complex testing techniques to isolate problem source; utilizes spectron data scope to identify parity errors, garbled messages, line errors, data set errors or terminal and software errors; operates test set equipment for more extensive testing; utilizes test procedures to determine frequency and level of transmission lines.
3. Notifies appropriate in-house personnel or vendor upon complete identification of network malfunction.
4. Provides direction and guidance to communications network monitoring staff; assists in training and orientation of new or inexperienced communications network controllers.
5. Prepares a variety of reports on installation activities using time-sharing terminals.
6. Make on-site visits to remote terminal locations to determine installation or relocation needs.
7. Maintains contact with Department of Law Enforcement to resolve computer interface problems and malfunctions.
8. Performs other duties as required or assigned.

**REQUIREMENTS:**

**Education and Experience**

Requires knowledge, skill and mental development equivalent to completion of two years of college preferably with coursework in electronic data processing or electronics and three years of experience in a major computerized communications network system or closely related work.

## **COMMUNICATIONS NETWORK TECHNICIAN (Continued)**

### **Knowledge, Skills and Abilities**

Requires thorough knowledge of computerized communications network operations.

Requires thorough knowledge of electronic and computer testing techniques and equipment utilized to identify communications network problems and malfunctions.

Requires working knowledge of data processing and electronic functions affecting communications network services.

Requires ability to perform communications network testing procedures to identify and document procedural technical problems.

Requires ability to establish and maintain good working relationships with users, vendors and other data systems staff.

Requires ability to conceptualize technical or operational problems based on verbal descriptions or visual and/or audible response.

Requires ability to train and provide functional direction to communications network controllers.

Approved by the Secretary of State Merit Commission - June 12, 1979

Effective - June 16, 1979

### **EXAMINATION INFORMATION**

Tests and Weights: Education and Experience, 100%

Length of Eligibility: 1 year