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Class Specifications for the Class:

NETWORK CONTROL SUPERVISOR

Class Distinguishers:

Supervisory Responsibility: Supervises a small staff of network control technicians and/or computer operators in the State's central data processing agency.

Complexity: A position in this class is responsible for supervising and participating in the monitoring, diagnosis and resolution of system, line, hardware and software problems of the statewide communications network systems accessed by user agencies through the use of master computer terminals and network management systems. Positions in this class resolve problems referred by subordinates and, as necessary, refer and coordinate the resolution of most difficult problems which require professional knowledges, skills and abilities to data processing systems analysts and other professional staff.

Personal Contacts: A position in this class works with computer users from other State departments and jurisdictions, vendors and the general public in discussing, diagnosing and resolving escalated, critical and complex network problems. As discussions are generally by telephone, a position in this class must be skilled in conferring with and questioning callers so problems are clearly defined, and must be able to explain to callers probable causes of problems, possible solutions and other sources of assistance.

Full Performance Knowledge and Abilities: *(Knowledge and abilities required for full performance in this class.)*

Knowledge of: The operation of communication network master terminals and other related computer equipment such as modems, data lock security devices and printers, configuration and operation of the State's communication network systems, and relationships between hardware, software and transmission lines in the system; networks and programs of individual State departments and how they interface with systems overseen by the Network Control Unit; relationships between the Network Control Unit and the other pertinent sections and branches of the Information and Communication Services Division; methods to isolate, identify and clear malfunctions; the utilization of problem diagnosis software and other methods for analyzing and seeking solutions to breakdowns; job control language standards; remote entry procedures; recovery procedures and techniques involving the State's communication lines and systems; network access methods, lines, terminal types and network features; computer

hardware/software vendors, their products and services; principles and practices of supervision; report writing; data gathering and reporting methods and techniques.

Ability to: Understand the organization, structure and services of the State's centralized communication network management systems, and relationships to its internal and external users, vendors, etc.; understand and operate various types of diagnostic and monitoring computer hardware/software; identify network problem patterns; establish and maintain effective working relationships with users and vendors; communicate clearly orally and in writing; insure accuracy and clarity of network troubleshooting logs; organize and write network problem-solving procedures and guidelines; motivate, direct and effectively supervise subordinates; make and assess work assignments; establish work standards.

Examples of Duties: *(Positions may not be assigned all of the duties listed nor do the examples necessarily include all the duties that may be assigned. The omission of specific statements does not preclude management from assigning such duties if such duties are a logical assignment for the position. The classification of a position should not be based solely on the examples of duties performed.)*

1. Supervises, coordinates and monitors the work of a network control unit to ensure proper use and availability of equipment and staff. Develops, maintains and enforces work procedures and standards to allow for proper start-up times, availability of data files, security against unauthorized access, and troubleshooting and monitoring standards and procedures.
2. Coordinates and prioritizes work requests from user agencies to ensure prompt and proper completion of work. If necessary, explains to user agencies why work may not be completed on time because of mechanical problems, jobs with more priority, etc.
3. Develops and maintains records and charts of terminal types, modems, circuit numbers, line speeds, internal addresses, physical address locations and other logistic information of communications equipment on a statewide basis. Maintains lists of vendor and on-line agency contacts.
4. Develops and conducts staff training on various troubleshooting and minor maintenance procedures, use of diagnostic equipment and test programs, security, responsibilities and roles of vendors and user agency

- staffs, etc. Develops and maintains network troubleshooting logs and standards and procedures handbooks.
5. Oversees and performs maintenance of communication network equipment from the host computer system to the user agencies' remote sites by electronically clearing lines and hardware and instructing users on testing and clearance techniques.
 6. Maintains records and reports describing equipment and procedures problems encountered by staff and user agencies and efficacy of problem-solving solutions; analyzes and reports trends of network equipment failure and problems; and makes recommendations to supervisor on changing procedures, exploring new equipment purchase and reassigning work.
 7. Directs subordinates and participates in responding to telephone trouble calls from on-line State agency personnel.
 8. Directs subordinates and participates in responding to telephone inquiries from the general public regarding accessibility to various computerized State information programs.
 9. Participates with professional and other staff in planning for and installing new equipment and communication lines in-house or at user sites and in developing new work procedures.
 10. Assigns, reviews and evaluates the work of subordinate staff members.

Due to the transfer of authority to the Department of Education to administer its own Civil Service System pursuant to Act 51 Session Laws of Hawaii 2004, this is an adoption of the class specifications for the Executive Branch Civil Service class NETWORK CONTROL SUPERVISOR by the Department of Education Civil Service system.

DATE APPROVED: JUN - 7 2006
EFFECTIVE DATE: JUL - 1 2005


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