



Job Specification

Job Title: Assistant Manager, Network Operations Center	Effective Date: April 1, 2007
BCAT Code: 460D AA	Revision Date: February 1, 2007
Pay Grade: 18	FLSA Status: Exempt

General Description

Assists in managing the monitoring and resolution of technical problems at the 24 hour-operation of the Network Operations Center.

Examples of Duties

- Manages the installation, maintenance, and upgrade of complex equipment and cables.
- Coordinates complex digital printing tasks.
- Coordinates the back up of the university's information systems to tape, disc devices, or using any other available media or technology.
- Assists in overseeing the technical support of complex problems registered at the Helpcenter and supervises the technical support team.
- Manages the response to emergency situations and decides on appropriate method of problem resolution.
- Serves as subject-matter-expert on complex problems, equipment, and tasks.
- Assists in the management of the IT disaster recovery plan.
- Performs other managerial level technician related duties as assigned.

Knowledge, Skills, and Abilities

- Knowledge of advanced data processing network principles, practices, and equipment.
- Knowledge of large integrated systems and event driven programming.
- Knowledge of Windows 2000 & XP, Banner, Spectrum, Unix, and an understanding of client/server computing, programming languages (COBOL, C, C++, Visual Basic, Pearle, Java, relational databases (Oracle), crystal, SQL/PL SQL, LANs, etc).
- Ability to multi-task, supervise, and use independent judgment.
- Effective time management, customer service, analytical, and organizational skills.
- Effective oral and verbal communication with external and internal customers.

Minimum GSU Hiring Standards

Bachelor's degree and three years of related experience; or a combination of education and experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.