



**Job Specification**

**Job Title: Network Operations Center Manager**  
**BCAT Code: 460X BR**  
**Pay Grade: G22**

**Effective Date: April 1, 2007**  
**Revision Date: February 1, 2007**  
**FLSA Status: Exempt**

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**General Description**

Manages 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.
- Oversees 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.
- Management of 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 four year 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.*