



Job Specification

Job Title: Network Operations Center Supervisor
BCAT Code: 460X BT
Pay Grade: G18

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

General Description

Provides advanced level monitoring and resolution of routine and complex technical problems, on a shift basis, at the 24 hour-operation of the Network Operations Center.

Examples of Duties

- Install, maintains, and upgrades complex equipment and cables.
- Coordinates complex digital printing tasks.
- Backs up university information systems to tape, disc devices, or using any other available media or technology.
- Provides technical support for complex problems registered at the Helpcenter and coordinates the technical support team.
- Coordinates the response to emergency situations and decides on appropriate method of problem resolution.
- Serves as subject-matter-expert on complex problems, equipment, and tasks.
- Performs other advanced 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 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.