



## **Job Specification**

**Job Title: Network Operations Center Technician, Lead**  
**BCAT Code: 464X AE**  
**Pay Grade: G15**

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

---

### **General Description**

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

### **Examples of Duties**

- Install, maintains, and upgrades equipment and cables.
- Analyzes, executes, and monitors 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.
- Responds to emergency situations and decides on appropriate method of problem resolution.
- Serves as subject-matter-expert on complex problems, equipment, and tasks.
- Performs other professional level technician related duties as assigned.

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

- Knowledge of 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 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 two 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.*