| **CLASSIFICATION TITLE**: Network Technical Supervisor | **CLASS NUMBER:** 80044.1 | **FLSA:** Exempt |
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| **AGENCY/DIVISION**: Child Support Enforcement Agency | **JOB TYPE:** Full Time, Classified | **PROBATION PERIOD:** 180 |
| **BARGAINING UNIT:** Non-Bargaining | **PAY GRADE:** N18 | **POSITION CONTROL #:** 083100 |
| **POSITION LOCATION:** 80 E. Fulton Street Columbus, Ohio 43215 | **TYPICAL WORK SCHEDULE:** Monday – Friday 8:00 AM – 5:00 PM | **SUPERVISOR (PCN):** Data Systems Supervisor (081006) |

**JOB TITLE (PCN) OF THOSE DIRECTLY SUPERVISED:**
Programmer Analyst 3 (083102), IT Support Analyst (083101)
Imaging Production Supervisor (083200)

**CLASSIFICATION PURPOSE:**
The primary purpose of the Network Technical Supervisor classification is to supervise the network and technical team and perform professional and technical work in the development, implementation, maintenance, management and monitoring of county networks, State network connections, computer systems and software applications.

**JOB DUTIES:**
Provide assistance to users of the network. Monitor network, non-network server, and software functionality. Obtain and maintain the technical resources for staff members to perform their duties. Install hardware, software, and network applications. Troubleshoot network problems. Make hardware repairs to network servers and technical equipment installed on the network. Troubleshoot and repair all non-networked servers and equipment.

Research, plan, develop, maintain, and support agency policies and procedures, intranet, websites, and related databases. Answer, resolve, and review technical support requests and process user account requests. Plan, test, deploy, install, maintain, and support domains, servers, enterprise, and desktop applications. Install, upgrade, maintain, and support server and systems.

Troubleshoot, repair, and make recommendations on technical pieces of equipment used or purchased. Train assigned staff on new procedures and use of equipment and software. Conduct audits of network user accounts to ensure accuracy and necessity. Conduct backup of data on servers. Ensure that the proper security paperwork has been processed for users to gain access to the network applications. Build user profiles based on level of job functionality on the network and monitors profiles. Coordinate purchasing and upgrading of state owned equipment. Maintain regular and predictable attendance.

These duties are illustrative only and you may perform some or all of these duties or other job-related duties as assigned.

**MAJOR WORKER CHARACTERISTICS:**
Knowledge of budgeting; employee training and development; lead work; human relations; agency policy and procedures. Skill in equipment operations; word processing. Ability to deal with problems involving several variables in familiar context; define problems, collect data, establish facts and draw conclusions; use proper research methods in gathering data; understand manuals and verbal instructions, technical in nature; originate instructions and specifications concerning proper uses of machinery; gather, collate and classify information about data, people or things; cooperate with coworkers on group projects.

**MINIMUM CLASS QUALIFICATIONS FOR EMPLOYMENT:**
Any equivalent combination of relevant training and experience including but not limited to: Bachelor's degree in information technology, information systems, computer science or related field with three (3) years of progressively responsible experience in network administration, information technology, hardware or software management.

**Additional Requirements**
Must meet background check requirements.

**Supervisory Responsibilities**
Ability to act as a first-line supervisor, including instructing, reviewing work, maintaining standards and coordinating activities.

Effective Date:_____

**UNUSUAL WORKING CONDITIONS:**
N/A

**Acknowledgement of Receipt**:
I acknowledge that I have received a copy of my position description and can perform the essential functions of the job duties as described in the position description.

_____        _____        _____

Employee Name                                                      Employee Signature                                            Date