

**OFFICE OF THE SECRETARY OF STATE
DEPARTMENT OF PERSONNEL**

COMMUNICATIONS NETWORK CONTROLLER I

Position Code: K1951

DISTINGUISHING FEATURES OF THE CLASS

Under immediate supervision, performs routine entry-level technical duties in monitoring a major computerized communications network installation in order to maintain service to network users; receives orientation and training in specific tasks and knowledge related to the communications network hardware and peripheral devices and equipment from more experienced controllers or supervisory staff.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. Receives orientation and training in the various tasks and techniques of communications network control such as monitoring electronic information flow through the various lines and equipment, performing tests on equipment to identify problem areas, etc.
2. Performs limited data set testing, simulation testing or other testing procedures to identify problem areas which includes mainframe computer, remote terminals, communications network system functions or software, or telephone lines under close guidance from an experienced controller or supervisor.
3. Responds to inquiries from users on communications network problems; advises user contacts as to status of restoration of service; may contact software specialists or telephone company in routine cases.
4. Key-enters test data through communications terminals.
5. May prepare routine reports on network traffic.
6. Performs other duties as required or assigned.

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years of high school.

Requires no previous experience.

Knowledge, Skills and Abilities

Requires elementary knowledge of office procedures, methods and practices.

COMMUNICATIONS NETWORK CONTROLLER I (Continued)

Requires ability to review and evaluate technical data and reports.

Requires ability to logically analyze data.

Requires ability to effectively communicate orally with network users, professional data processing staff and representatives of private organizations.

Requires ability to use tact in dealing with users and to promote good public relations.

Requires ability to carry out difficult oral or written instructions.

Approved by the Secretary of State Merit Commission - December 29, 1977

Effective - January 1, 1987

EXAMINATION INFORMATION

Tests and Weights: Written Test, 100%

Knowledge Tested: Public and Work Relations
 Records and Reports
 Written Instructions
 Logic and Reasoning
 Communications Network Controller Concepts
 Typing Performance

Length of Eligibility: 1 year