

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

COMMUNICATIONS NETWORK CONTROLLER II

Position Code: K1952

DISTINGUISHING FEATURES OF THE CLASS

Under direct supervision, performs difficult technical duties in monitoring a major computerized communications network installation in order to maintain service to network users; as a journeyman controller, performs difficult testing of communications equipment to isolate equipment or software malfunctions.

ILLUSTRATIVE DUTIES AND RESPONSIBILITIES

1. Monitors electronic information flow through the various lines and equipment to detect machine or other malfunction causative to user service interruption.
2. Performs a variety of data set testing, simulation testing or other testing procedures to identify and isolate problems with mainframe computer, remote terminals, communications network system functions or software, or telephone lines; makes minor adjustments to equipment or system to restore user service; reports software telephone line problems or other problems which cannot be corrected to supervisor, other data processing staff or telephone company representative for handling.
3. May work with telephone company to test phone lines for proper levels to determine frequency of data sets.
4. Compiles statistical reports on communications network traffic from system output; prepares other reports as requested.
5. Responds to inquiries from users on system interruptions or other problems related to remote terminal equipment; advises user as to status of restoration or delay of service.
6. May assist in training new communications network staff.
7. Performs other duties as required or assigned.

REQUIREMENTS:

Education and Experience

Requires knowledge, skill and mental development equivalent to completion of four years high school and six months of experience in the monitoring and control of a computerized communications network or in a closely related field.

COMMUNICATIONS NETWORK CONTROLLER II (Continued)

Knowledge, Skills and Abilities

Requires working knowledge of office procedures, methods and techniques.

Requires working knowledge of computerized communications network equipment and circuitry.

Requires elementary knowledge of computer environment terminology, procedures and practices.

Requires ability to analyze data and draw logical conclusions.

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.

Requires ability to compile statistical data in report form.

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

Effective - January 1, 1978

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

Length of Eligibility: 1 year