Network Administrator, Assistant

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<th>Job Family: Information Technology</th>
<th>Sub Family: Network</th>
<th>Career Track and Level: TAS 1</th>
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<td>Job Code: ITNETWORKTAS1</td>
<td>Job Series: 30411</td>
<td>FLSA Category: NON-EXEMPT</td>
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**Job Family/Sub Family**

**Information Technology**: Provides reliable, secure, innovative, and customer-oriented information technology services and solutions to students, faculty, staff, and other members of the University community. Creates infrastructure, systems, strategies, programs, and services that leverage technology to fulfill the mission and objectives of the University. Information Technology at Ohio University includes Information Technology Support, Information Security, Networks and Infrastructure, Systems and Operations, Academic Technology and Information Systems, Business Applications and Services, Web Services, Project Management and Solutions, and related functions.

**Sub Family**

**Network**: Analyzes network distribution needs. Tests, troubleshoots, and configures existing network systems, such as local area network (LAN), wide area network (WAN), and Internet systems or a segment of a network system. Performs network implementation, configuration, upgrades, and maintenance to ensure networks operate correctly with minimal interruption.

**Job Responsibilities**

- Provides basic network support and related services to customers by using standard procedures and documented processes.
- Installs and configures wired and wireless networks.
- Monitors performance of networks using appropriate software and hardware tools.
- Perform basic network incident resolution for low impact issues using standard practices and procedures and escalate unresolvable incidents to next level technical staff.

**Role**

- Reflects most common entry point for this career track.
- Performs a relatively small number of tasks/duties by selecting correct processes from clearly prescribed rules and specific instructions.
- May supervise or oversee the work of student employees.

**Impact and Complexity**

- Performs job responsibilities following a defined standard output or set of procedures. May schedule and/or check the work of students.
• Work is closely supervised with limited opportunity for independent action or decision making. Exercises some judgment in planning and organizing own work but must adhere to specific time, process, and results standards.
• Work consists of tasks that are routine, or well-defined, with specific instructions to achieve standards.

Requirements

Knowledge of basic or commonly used technology procedures or equipment typically obtained by a high school degree or GED and no minimum technology support experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.