Job Title: Assistant Manager, Network Operations Center

BCAT Code: 09OD01  Effective Date: April 1, 2007
Pay Grade: G18     FLSA Status: Exempt  Revision Date: July 1, 2013

General Description
Assists in managing the monitoring and resolution of technical problems at the 24 hour-operation of the Network Operations Center.

Examples of Duties
- Manages the installation, maintenance, and upgrade of complex equipment and cables.
- Coordinates complex digital printing tasks.
- Coordinates the backup of University information systems to tape, disc devices, or using any other available media or technology.
- Assists in overseeing the technical support of complex problems registered at the Help Center, and supervises the technical support team.
- Manages the response to emergency situations and decides upon the appropriate method of problem resolution.
- Serves as subject-matter expert on complex problems, equipment and tasks.
- Assists in the management of the IT disaster recovery plan.
- Performs other managerial level technician related duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of Windows 2000 & XP, Banner, Spectrum, Unix, and an understanding of client/server computing, programming languages, such as COBOL, C, C++, Visual Basic, Pearl, Java, relational databases (Oracle), crystal, SQL/PL SQL, LANs, etc.
- Knowledge of large integrated systems and event driven programming.
- Knowledge of advanced data processing network principles, practices, and equipment.
- Effective time management, customer service, analytical, and organizational skills.
- Effective oral and verbal communication skills with external and internal customers.
- Ability to multi-task, supervise, and use independent judgment.

Minimum GSU Hiring Standards
Bachelor’s degree and three years of related experience; or a combination of education and related 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.