UNIVERSITY OF RHODE ISLAND

Position Description

TITLE: Network Technician IV

DIVISION: Academic Affairs

REPORTS TO: Unit/Project Manager

GRADE: 14

SUPERVISES: Student Employees, Network Technician I, II and III

BASIC FUNCTION:

Responsible for maintaining multi-campus data, voice, video, local and wide-area networks, including, but not limited to: hardware, software, cable plant, other transmission media, cable and network management systems and customer service tools.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

As required, perform duties of Network Technician I, II and III.

Plan, design and implement network expansion projects.

Plan, design, program and implement network management and workflow management systems.

Design integrated systems and relational databases.

Develop interfaces between NETS systems and central university databases and processes.

Maintain systems and processes related to communications facilities and customer services

Coordinate vendor activities.

Provide technical support and front line customer service including shifts on appropriate helpdesks.

Implement, maintain and reconfigure software and firmware and equipment.
Assess requirements and implement and customize software packages to meet departmental needs.

Evaluate equipment and systems.

Train and supervise student employees, Network Technicians I, II and III and assist in evaluating training needs.

OTHER DUTIES AND RESPONSIBILITIES:

Respond to service outages and emergencies outside of normal working hours, as needed.

Must be available to work a non-standard schedule in order to fulfill assigned duties and responsibilities.

Perform functions normally assigned to management although to a lesser degree.

LICENSES, TOOLS AND EQUIPMENT:

Working knowledge of Personal Computers, printers, word processing and spreadsheet software. Valid RI driver's license.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental condition although will, at times, require work to be performed in bucket trucks, manholes, antenna locations and other possibly adverse conditions.

QUALIFICATIONS:

Required: Bachelor’s degree or an equivalent combination of post-secondary education and additional experience; five years’ experience in technical support, including project management with large-scale telecommunications networks and systems; strong interpersonal and communication skills; availability for emergency call-in; ability to travel to support locations throughout Rhode Island. Experience in the following areas preferred: computer programming, relational databases, inventory management/work order/trouble reporting/billing systems, LAN/WAN equipment, network protocols, analog video, modems/modem pools, network management systems, Windows, Macintosh OS, UNIX. Also preferred: a Rhode Island Telecommunications System Technician’s License, and certificates such as Cisco Certified Network Associate; experience in higher education.