UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Network Technician IV

DIVISION: Academic Affairs

REPORTS TO: ITS Manager, Unit/Project Leader

GRADE: 14

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

BASIC FUNCTION:

Responsible for designing, implementing and maintaining multi-campus data, wireless, voice, video, local and wide-area networks, including, but not limited to: hardware, software, cable plant, other transmission media, CATV, as well as systems to support department operations, projects, network management and customer service.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

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

Plan, design, implement and manage wired and wireless networks.

Configure, maintain, and troubleshoot network hardware and software in order to provide optimal network performance.

Configure and troubleshoot VoIP connectivity to LEC and ISP at an enterprise level.

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

Maintain systems and processes related to communications systems, facilities and customer services.

Lead departmental projects and coordinate vendor activities as required.

Provide technical support and front line customer service.

Implement, maintain and reconfigure network software, firmware and hardware.

Assess requirements, implement and customize software packages to meet University network needs.

Evaluate systems, software and services as required.

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

Stay current on networking technologies, methodologies and best practices.

OTHER DUTIES AND RESPONSIBILITIES:

Perform functions normally assigned to management for training purposes although to a lesser degree.

LICENSES, TOOLS AND EQUIPMENT:

Personal Computers, printers, word processing and spreadsheet software. Valid driver's license.

ENVIRONMENTAL CONDITIONS:

This position in 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; Minimum five years of experience in network technical support (including project management with large-scale telecommunications networks and systems); Demonstrated experience in complex network design; Minimum two years of experience with Cisco or Aruba network equipment; Demonstrated strong interpersonal and verbal communication skills; Demonstrated experience with LAN/WAN equipment, network protocols and network management systems; Demonstrated ability to work independently; Must have and maintain a valid driver's license; Demonstrated willingness to travel to support locations throughout Rhode Island; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Rhode Island Telecommunications System Technician's License and certificates such as Cisco Certified Network Associate and/or Aruba Wireless Certification; Demonstrated knowledge of advanced computer concepts, including: data center design, server management, virtualization and containers; Demonstrated experience with operating systems, including: Windows, Apple, Linux and Android; Demonstrated experience in work order/trouble reporting/billing systems; Demonstrated experience with OS and UNIX; Demonstrated experience with Aruba Clear Pass; and, Demonstrated experience in higher education.

ALL REQUIREMENTS ARE SUBJECT TO POSSIBLE MODIFICATION TO REASONABLY ACCOMMODATE INDIVIDUALS WITH DISABILITIES.