

Job Code:..... .100745-a
Position #: (PTAA) (NE) 106669
Developed by:.....SG
Reviewed by:.....SG
Approved by:.....LK
Date:..... 09/03; 05/16

UNIVERSITY OF RHODE ISLAND
Position Description

TITLE: Network Technician III
DIVISION: Academic Affairs
REPORTS TO: Manager, Network Facilities and Operations
GRADE: 12
SUPERVISES: Student Employees, Network Technician I and II

BASIC FUNCTION:

Responsible for maintaining multi-campus data, voice, and video local and wide-area networks, including hardware, software, and cable plant. Expand and maintain the outside cable plant.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

Install all outside plant cable facilities related to the University's Network Infrastructure. Perform all the necessary tasks for the installation, termination, splicing, testing and acceptance of aerial and underground cable plant facilities.

Implement and customize software packages to meet departmental needs.

As required, performs duties of a Network Technician I and II.

Assist in the planning, design and implementation of network expansion projects.

Assume project leadership role in the implementation of selected communications projects.

Coordinate with vendor service personnel during installation, upgrade or maintenance of communications facilities.

Provide technical support and service for campus and wide-area networks.

Implement, maintain and reconfigure software and firmware for communications equipment.

Assist in evaluating communications equipment and systems.

Install and maintain network-monitoring systems to troubleshoot problems and identify performance issues.

Train and supervise student employees and Network Technician I and II and assist in evaluating training needs.

Select, train and supervise student employees involved in routine utility functions.

OTHER DUTIES AND RESPONSIBILITIES:

Staff the help desks as needed.

As part of training, perform functions normally assigned to unit and project managers although to a lesser degree.

Perform other duties as required.

LICENSES, TOOLS AND EQUIPMENT:

Personal computers, printers; word processing, database and spreadsheet software. Driver's license.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions. However, the nature of the work may necessitate being in a bucket truck, manhole, or at various antenna locations.

QUALIFICATIONS:

REQUIRED: Associate's degree or certificate in computing, telecommunications or electronics (e.g., State of Rhode Island Telecommunications System Technicians License); Demonstrated understanding of networking practices and theory; Demonstrated experience working as part of a team on one or more of the following various projects ranging from: trouble shooting and repairing telephone systems, fiber optic systems, broadband video problems, configuring network devices (such as switches and routers), configuring network management applications and trouble shooting network problems at any level; Demonstrated experience working independently; Minimum of four years of technical support experience in environments comparable to the University, in one or more of the following areas: local and wide area networks, Internet service facilities, network management systems, telecommunications systems, cable plant facilities, and video distribution systems; Demonstrated strong interpersonal and verbal communications skills; Demonstrated proficiency in written communication skills; and, Demonstrated ability to work with diverse groups/populations.

PREFERRED: Bachelor's degree, Rhode Island Telecommunications System Technician's License, and/or certificates such as Cisco Certified Network Associate; Demonstrated experience in: AutoCAD, Visio Professional or other software design systems related to telecommunications; Demonstrated experience with Inventory Control Systems in the telecommunications field; Demonstrated experience creating and maintaining telecommunications spreadsheets or records in Microsoft Excel and Word; voice, video and data installations, terminations, testing & troubleshooting; Demonstrated ability to perform telephone moves, adds & changes (MAC'S) at a higher education institution or comparable environment & confined space training. 10-hour OSHA construction safety training certificate.

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