

**Boilerplate**

Class Code:..... 0745  
Position #:(PTAA).....  
Developed by:.....SG  
Reviewed by:.....LK  
Approved by:.....LK  
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**UNIVERSITY OF RHODE ISLAND  
Position Description**

**TITLE:** Network Technician III  
**DIVISION:** Academic Affairs  
**REPORTS TO:** Unit/Project Managers  
**GRADE:** 12  
**SUPERVISES:** Student Employees, Network Technician I and II

**BASIC FUNCTION:**

Under direct supervision, 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.

**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:** An associate's degree or certificate in computing, telecommunications or electronics (e.g., State of Rhode Island Telecommunications System Technician's License); a 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 significant understanding of networking practices and theory; ability to work as part of a team or independently on various projects ranging from troubleshooting CATV problems, repairing telephone systems and fiber optic systems, to configuring network devices such as Cisco switches, configuring network management applications and network troubleshooting; strong interpersonal and communication skills. **Preferred:** A bachelor's degree; RI telecommunications System Technician's License, and certificates such as CISCO Certified Network Associate; proven experience in the following: Cisco wireless design, troubleshooting, configurations and installations; Cisco switches; AutoCAD design, Visio Professional or other software design systems related to telecommunications; fiber optic terminations, testing and troubleshooting; voice, video, and data premise installations, terminations, testing and troubleshooting; moves, adds and changes (MAC's) at a higher education institution or a comparable environment; creating and maintaining telecommunications spreadsheets or records in Microsoft Excel and Word; confined space training; ten-hour OSHA construction safety training certificate.

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