



RHODE ISLAND COLLEGE JOB DESCRIPTION

Position classification: PSA Date created or revised: 10/24/2022 Exempt/Non-Exempt Status: Exempt Responsible individual: No Campus Security Authority: No
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Title: Network Technician III
Status: Full-time, 35 hours/week (This position requires working outside regular hours in cases of emergency (business-impacting service disruption or outage) and scheduled maintenance.
Grade: 12
Union Affiliation: PSA@RIC (Professional Staff Association)
Reports to: Manager, Network Operations

PRIMARY PURPOSE:

Under direct supervision responsible for maintaining the campus communication infrastructures, including, but not limited to, local and wide-area data, voice, video, surveillance, access control communication networks, and wiring plant.

DESCRIPTIONS OF DUTIES AND RESPONSIBILITIES:

Essential Job Functions:

- Provide technical support and service for College communication infrastructures.
- Assist in the planning, design and implementation of upgrade projects for the upgrade and/or expansion of the College communication infrastructures.
- Implement, maintain, and reconfigure operating systems and firmware for equipment that comprises the communication infrastructures.
- Implement and configure software packages to meet departmental needs.
- Assist in evaluating communications equipment and systems.
- Install and maintain relevant monitoring systems to troubleshoot problems and identify performance issues.
- Perform all the necessary tasks for the installation termination, splicing, testing, and acceptance of wiring plant that comprises College communication infrastructures.
- Assist with managing an inventory of related supply components.
- Assist with developing and maintaining a comprehensive documentation of all aspects of the College's communications in infrastructures.
- Assume project leadership role in the implementation of selected communications projects as assigned.
- Maintain a state-of-the-art understanding of available and applicable equipment and configurations relevant to the College's communication infrastructures.
- Coordinate with vendor service personnel during installation, upgrade, or maintenance of communications facilities.
- Function independently or as a member of an information technology team as assigned.
- Participate in committees, working groups, councils, etc. in support of information technology initiatives.
- Train and supervise student employees and lower grade network/telecom technicians and assist in evaluating training needs.

Occasional Job Functions:

- Provide related administrative functions and help desk support; as required, work, non-standard shifts, and provide on-call, telephonic or pager support.
- As part of training, perform functions normally assigned to unit and project although to a lesser degree.
- Perform other related duties as required or as assigned by the Manager, Network Operations.

REQUIRED QUALIFICATION STANDARDS:

Education:

Associate's degree, or an equivalent combination of secondary education and additional experience.

Experience:

A minimum of four years of technical support experience in infrastructure environments comparable to the college in two or more of the following areas: local and wide-area networks, Internet service facilities, telecommunications systems, cable plant facilities, video distribution systems, surveillance systems, and access control systems.

Skills, Knowledge, and Abilities:

- Demonstrated significant understanding of networking practices and theory, and experience working as part of a team or independently on various projects ranging from troubleshooting and repairing telephone systems, fiber optic systems, broadband video problems, configuring network devices (such as switches and routers), configuring surveillance and door access devices and troubleshooting network problems at any level.
- Consistently develop and exhibit a positive, user-focused, customer-service attitude, and atmosphere.
- Availability for emergency call-in.
- Strong interpersonal and communication skills
- Ability to work effectively with faculty, administrators, students, and colleagues.

PREFERRED:

- Associate's degree in computer science or closely related field.
- Experience with Cisco, DSX, and/or Bosch equipment.
- State of Rhode Island Telecommunications System Technicians license.

ENVIRONMENTAL CONDITIONS:

- The employee is not exposed to known adverse environmental conditions.
- Involves working outside regular hours in cases of emergency (business-impacting service disruption or outage) and scheduled maintenance.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

As an Affirmative Action/Equal Opportunity institution that is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.