



Position Title: District Network Technical Specialist
Reports To: Convergence Coordinator
Department: Telecommunications
Prepared By/Date: Jennifer C. Brito/5-1-2009
Approved By/Date: Karl Herleman/8-27-2010
Revised: Jennifer C. Brito/8-31-2010

Job Code: 3323-01E
Job Group: SNE
Salary Grade: 14
FLSA Status: Non Exempt

Summary:

The District Network Technical Specialist works with the Convergence Coordinator to establish maintenance procedures, including preventative maintenance policies and schedules and keeps the Manager informed regarding problems within his/ her assigned area of responsibility. The District Network Technical Specialist must have a complete understanding of TCP/ IP network and related protocols to perform moves, additions and changes of Telecommunications services provided by department.

Essential Duties and Responsibilities:

- Ensures the development and use of an effective preventative maintenance program suitable to meet operational objectives
- Develops troubleshooting and flowcharts for technical use in localizing and identifying probable trouble and / or faculty components for Network Systems and CATV
- Works with appropriate service consultation manager to ensure the accuracy and completeness of all repair work orders
- Assists in planning, designing and implementing- high quality, efficient campus data, architectural development and CATV networks
- Recommends changes and upgrades to campus communication systems
- Recommends and implements approved installation and maintenance standards and policies
- Provides technical support and assists in monitoring and analyzing usage and system traffic, prepares reports for the managers
- Monitors performance of campus communications systems
- Supervises operational tests made on communication equipment and systems
- Assesses current services and operations for maximum efficiency, improvements installation/ maintenance production and customer satisfaction
- Determines communication systems needs in particular areas
- Installs and configures network equipment
- Ensures integrity (completeness, accuracy and up-to-date) of the cable/ wire plant documentation with the Inventory Manager
- Performs other duties as assigned

Knowledge, Skills and Abilities:

- Knowledge of computer programming applications or systems programming techniques.
- Thorough understanding of TCP/IP network and related protocols is required
- Ability to write reports, business correspondence, and procedure manuals.
- Ability to read, analyze, and interpret general business periodicals, professional journals, technical procedures, or governmental regulations.
- Ability to effectively present information and respond to questions from groups of managers, clients, customers, and the general public.
- Ability to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists.
- Ability to interpret a variety of instructions furnished in written, oral, diagram, or schedule form.

- Ability to communicate effectively at all levels.
- Ability to work in a multi-ethnic and multi-cultural environment with students, faculty and staff

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to sit and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls and talk or hear. The employee is occasionally required to stand and walk.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as “essential.” This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Bachelor’s Degree and five (5) years’ experience or Associates Degree and nine (9) years in a related field.
- Must be flexible schedule and must use his/her own vehicle when traveling between campuses.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name