



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Network Technician III
POSITION NO.	501415
LOCATION	Department of Information Technology
REPORTS TO	Manager, Network Planning and Services
GRADE	PSA 12
WORK SCHEDULE	Non-Standard: 35 hours per week; normally Monday- Friday
REVISION DATE	03/12/2024

JOB SUMMARY:

Under limited supervision, is responsible for assisting with the maintenance, planning, and installation of data/voice/video communications networks and collaboration services for the Community College across all campuses. Also responsible for College A-V infrastructure.

DUTIES AND RESPONSIBILITIES:

- Assist with the planning, design and implementation of College data, voice and video networks. Maintain daily operations of multi-campus local and wide area networks; respond to service outages and emergencies outside of normal working hours as needed
- Evaluate, implement, and support software, systems, and network hardware for network convergence/collaboration (voice, video, and data networks using one infrastructure)
- Install, configure, and maintain up-to-date network management software and tools with their underlying databases to monitor and manage the College's network
- Install and maintain A-V infrastructure in classrooms, conference rooms, lecture halls and other multipurpose rooms. This would include audio/video control system programming, intra-location display communications and virtual meeting space technology
- Assist in the evaluation of voice communications resources, needs and vendors
- Coordinate planning to meet the requirements of installation, user, vendor, technical and systems development project teams
- Assist in the planning, design, and implementation of all new network projects (including new construction) as well as removal of network equipment
- Assume technical leadership for evolving network security, wireless and VoIp technologies
- Participate in networking strategic and tactical planning and budget development
- Manage network practices and policies; participate in policy definition
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment
- Other related duties as assigned

OTHER DUTIES AND RESPONSIBILITIES:

Recruit, evaluate, train and supervise network support staff

LICENSES, TOOLS, AND EQUIPMENT:

Must be proficient in the use of telecommunications systems and office systems such as word processing, spreadsheets, etc

ENVIRONMENTAL CONDITIONS:

- This position is not substantially exposed to adverse environmental conditions although will, at times, be required to perform work in manholes, attics, observation decks, rooftops, and other potentially adverse locations.
- This position requires 24-hour call-back in cases of emergency and supervisory presence, when required, on all shifts.

REQUIRED QUALIFICATIONS:

- Bachelor's degree or an equivalent combination of post-secondary education
- Three years' experience in technical support position with large-scale data and telecommunications networks and systems
- Must have availability for emergency call-in as well as ability to travel to support all campuses
- Experience with wireless technologies, LAN/WAN equipment, security systems such as firewalls and NAC, network protocols, and network management systems
- Experience with latest data/voice/video installation wiring
- Experience with A-V technology such as audio switching systems, video setups, video conferencing and Cisco WebEx and Microsoft Skype collaboration services
- Experience with analog and digital video systems
- Strong service orientation, interpersonal, and communication skills for a diverse set of clients

PREFERRED QUALIFICATIONS:

- Experience with phone technology (TDM and VoIP)
- Experience in computer programming, relational databases, inventory management/work order/trouble reporting systems, Windows, Macintosh OS, and UNIX experience
- Applicable wiring licenses

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities.