POSITION DESCRIPTION

TITLE	Network Technician IV Senior Engineer
POSITION NO.	501017
LOCATION	Warwick Campus
REPORTS TO	Manager Network Planning and Service
GRADE	PSA 14
WORK SCHEDULE	Non-Standard: 35 hours per week
SUPERVISION	Vendors' Staff
LIMITATION (if applicable)	Subject to renewal after annual review.
REVISION DATE	October 2024

JOB SUMMARY:

The Information Technology Networking and Infrastructure Group is responsible for providing the college with a secure and robust wired and wireless network to support all of the needs the college may want to use it for. This is to include but not limited to all of the hardware and software that makes up the network and infrastructure. The Networking group is responsible for all four campuses as well as the college's presence at the state data center.

The Network Technician IV (Senior Engineer) is responsible for managing, monitoring and improving CCRI's secure multi-campus data, voice, video, local, and wide-area networks, including but not limited to: hardware, software, cable plant, other transmission media, cable and network management systems and customer service tools.

DUTIES AND RESPONSIBILITIES:

Commitment to CCRI's Mission:
- Demonstrate a commitment to the philosophy and mission of a comprehensive community college
- Work collaboratively with others in a diverse and inclusive environment
- Work collaboratively with others and provide quality customer service in a diverse and inclusive environment

Teamwork skills:
- Work closely with CCRI staff in meeting the technological needs of the College
- Coordinate and collaborate with CCRI staff on various projects regarding new computer hardware, software, and impact on the College network so as to ensure the college wide Network remains robust and secure

Communication Skills:
- Confer with department managers to resolve operational problems, provide consultation, review departmental IT needs and identify optimum equipment and service
- Coordinate and interface with service and equipment vendors to make sure CCRI users get the service and equipment needed to support their roles and duties

Visionary Leadership Skills:
- Assist in the Forecasting and planning of future growth for appropriate Network resources to accommodate CCRI's growing presence in the secure network based landscape. This is to include but not limited to PCs, Classroom technology, Meeting/Conference room technology, VOIP, phones, IOT devices and cloud based technologies

Technical Knowledge:
- Assist in all of the following: Evaluation of Network resources, needs and vendors. Coordinate planning to meet the requirements of installation, user, vendor, technical and systems development project teams. Design modifications for networking hardware and systems to improve performance and ensure total system conformity. Determine the most efficient and cost effective system modifications and hardware purchases
- Acquire current technical knowledge by attending conferences, seminars, trade shows, training programs and visiting relevant sites and vendors, and by reading and researching pertinent magazines and journals
- Research, evaluate, implement, test, and customize new technologies to best meet the needs of the College (includes but is not limited to: Cybersecurity, SDN, ZTNA, Cloud collaboration, video conferencing, distance education initiatives, etc.)
- Stay abreast of state of the art technologies in the field

Position-Specific Knowledge:
- Assist in the Planning, designing, and implementation all new network projects (including new construction)
- Assist in design, configuration and installation of data/voice/video wiring systems, including but not limited to fiber optic cabling and fiber terminations
- Install, configure, and maintain up-to-date network management software and tools with their underlying databases to monitor and manage the College's network. Proactively seek out solutions to ensure network/data security. Assist in the development and implementation of security policies for network usage

Mentorship:
- Assist in training and supervision of technicians, employees and CCRI staff as needed. Provide technical guidance and consultation where applicable

Project Management:
- Maintain all network documentation to ensure it is up to date and accurate
- Assist or Assume project leadership role in the implementation of IT projects. Prioritize and schedule projects and repairs to ensure timely and efficient completion. Provide oversight supervision of vendors' staff when on premises

Operations Knowledge:
- Maintain daily operations of multi-campus local and wide area networks; respond to service outages and emergencies outside of normal working hours as needed
- Monitor utilization levels and trends throughout the organization to determine quality of services. Assist in the Development, implementation and monitoring of workload standards and generate productivity reports. Assist in the Identification of optimum equipment and services. Recommend and implement policies and procedures accordingly
- Evaluate, implement, and support software, systems, and network hardware for network convergence (voice, video, and data networks using one infrastructure)
- Implement, maintain, and configure up-to-date software and firmware for all network equipment
- Maintain a state-of-the-art understanding of all equipment and configurations, and make recommendations concerning the modernization of the College's network

- Other related duties as assigned

LICENSES, TOOLS, AND EQUIPMENT:

ENVIRONMENTAL CONDITIONS:
This position is not substantially exposed to adverse environmental conditions.

REQUIRED QUALIFICATIONS:
- Bachelor's degree in a related field or an equivalent combination of post-secondary education and additional experience

- Minimum of 5 years experience in technical support, including project management with large-scale data and telecommunications networks and systems
- Must have availability for emergency call-in; ability to travel and support all campuses/sites. Experience in wireless technologies, wiring technologies, LAN/WAN equipment, security systems such as firewalls and NAC, network protocols, analog and digital video systems, network management systems
- Strong service orientation, interpersonal, and communication skills for a diverse set of clients

PREFERRED QUALIFICATIONS:
- Experience working with inventory management/work order/trouble reporting systems
- OS experience Cisco, Fortinet and LINUX
- A Rhode Island Telecommunications System Technician's License and certificates such as Cisco or Fortinet
- Experience in higher education enterprise networks

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