



COMMUNITY COLLEGE
OF RHODE ISLAND

Office of Human Resources

POSITION DESCRIPTION

POSITION:	Network Technician III
LOCATION:	Department of Information Technology
REPORTS TO:	Manager, Network Planning and Services
GRADE:	CCRIPSA 12
WORK SCHEDULE:	35 hours per week; normally Monday - Friday

CCRI Mission:

The Community College of Rhode Island is the state's only public comprehensive associate degree-granting institution. We provide affordable open access to higher education at locations throughout the state. Our primary mission is to offer recent high school graduates and returning adults the opportunity to acquire the knowledge and skills necessary for intellectual, professional and personal growth through an array of academic, career and lifelong learning programs. We meet the wide-ranging educational needs of our diverse student population, building on our rich tradition of excellence in teaching and our dedication to all students with the ability and motivation to succeed. We set high academic standards necessary for transfer and career success, champion diversity, respond to community needs, and contribute to our state's economic development and the region's workforce.

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.

ESSENTIAL 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.

Knight Campus

400 East Avenue, Warwick, RI 02886-1807 P: 401.825.2311 F: 401.825.2345

- 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.
- Must have access to and use of own transportation.

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.

QUALIFICATIONS:

- Bachelor's degree or an equivalent combination of post-secondary education and three years' experience in technical support position with large-scale data and telecommunications networks and systems required.
- 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 required.
- Experience with phone technology (TDM and VoIP) preferred.
- Experience with latest data/voice/video installation wiring required.
- Experience with A-V technology such as audio switching systems, video setups, video conferencing and Cisco WebEx and Microsoft Skype collaboration services required.
- Experience with analog and digital video systems required.
- Experience in computer programming, relational databases, inventory management/work order/trouble reporting systems, Windows, Macintosh OS, and UNIX experience preferred.
- Applicable wiring licenses preferred.

- Strong service orientation, interpersonal, and communication skills for a diverse set of clients required.

CCRI is an Equal Opportunity / Affirmative Action Employer.

CCRI recognizes that diversity and inclusivity are essential to creating a dynamic, positive and high-performing educational and work environment and to helping prepare our students for lifelong success. We welcome applicants who can contribute to the College's commitment to excellence created by diversity and inclusivity.

CCRI prohibits discrimination, including harassment and retaliation, on the basis of race, color, national or ethnic origin, gender, gender identity or expression, religion, disability, age, sexual orientation, genetic information, marital status, citizenship status or status as a protected veteran. Inquiries or complaints concerning discrimination shall be referred to the College's Director of Institutional Equity & Title IX Coordinator, Elizabeth Canning, ecanning@ccri.edu.

The Jeanne Clery Act requires institutions of higher education to disclose campus policy statements and crime statistics. Our annual report is available here:

<http://ccri.edu/campuspolice/pdfs/ANNUAL-SECURITY-REPORT-FINAL.pdf>