



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

BASIC FUNCTION: Under limited supervision, is responsible for assisting with the maintenance, planning, and installation of communications networks and services for the Community College across all campuses.

ESSENTIAL DUTIES AND RESPONSIBILITIES:

- Assist with the planning, design and implementation. 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.
- Plan, design, and implement all new network projects (including new construction) as well as removal of network equipment.
- Participate in and manage statewide collaborative OSHEAN (Ocean State Higher Education Academic Network) projects.
- Assume technical leadership for evolving network security, wireless and Volp technologies.
- Participate in networking strategic and tactical planning and budget development.
- Manage network practices and policies; participate in policy definition.
- 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.

Knight Campus

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

- 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 five 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.
- Project management experience with data and telecommunications networks and systems preferred.
- Experience with analog and digital video systems preferred.
- Experience in computer programming, relational databases, inventory management/work order/trouble reporting systems, Windows, Macintosh OS, UNIX experience preferred.
- A Rhode Island Telecommunications System Technician's License, certificates such as CISCO CCNA, and experience in higher education also preferred.
- Strong service orientation, interpersonal, and communication skills for a diverse set of clients required.

CCRI is an Equal Opportunity / Diversity Employer.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor