



COMMUNITY COLLEGE
OF RHODE ISLAND

Division of Institutional Equity and Human Resources

POSITION DESCRIPTION

TITLE	Network Technician III
POSITION NO.	502381
LOCATION	Warwick Campus
REPORTS TO	Manager, Network Planning and Services
GRADE	PSA 12
WORK SCHEDULE	Non-Standard; 35 hours per week.
SUPERVISION	Network Support Staff
REVISION DATE	03/12/2024

JOB SUMMARY:

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.

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 VOIP 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.

ENVIRONMENTAL CONDITIONS:

- 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 supervisors 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

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

PREFERRED QUALIFICATIONS:

- Project management experience with data and telecommunications networks and systems
- Experience with analog and digital video systems
- Experience in computer programming, relational databases, inventory management/work order/trouble reporting systems, Windows, Macintosh OS, UNIX experience
- A Rhode Island Telecommunications System Technician's License, certificates such as CISCO CCNA, and experience in higher education

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