



**RHODE ISLAND COLLEGE  
JOB DESCRIPTION**

Position classification: PSA  
Date created or revised: 9/20/2022  
Exempt/Non-Exempt Status: Exempt  
Responsible individual: No  
Campus Security Authority: No

Title: Network Technician IV  
Status: Full-time, 35 hours/week (This position requires working outside regular hours in cases of emergency (business-impacting service disruption or outage) and scheduled maintenance.  
Grade: 14  
Union Affiliation: PSA@RIC (Professional Staff Association)  
Reports to: Manager, Network Operations

**PRIMARY PURPOSE:**

Under general direction responsible for maintaining the campus communication infrastructures, including, but not limited to, local and wide-area data, voice, video, surveillance communication networks.

**DESCRIPTIONS OF DUTIES AND RESPONSIBILITIES:**

Essential Job Functions:

- Provide and oversee technical support and service for College communication infrastructures.
- Assist in the planning, design and implementation of upgrade projects for the upgrade and/or expansion of the College communication infrastructures.
- Implement, maintain and reconfigure operating systems and firmware for equipment that comprises the communication infrastructures.
- Implement and configure software packages to meet departmental needs.
- Evaluate and recommend communications equipment and systems.
- Install and maintain relevant monitoring systems to troubleshoot problems and identify performance issues.
- Oversee all the necessary tasks for the installation termination, splicing, testing, and acceptance of wiring plant that comprises College communication infrastructures.
- Manage an inventory of related supply components.
- Develop and maintain a comprehensive documentation of all aspects of the College's communication infrastructures.
- Assume project leadership role in the implementation of selected communications projects as assigned
- Maintain a state-of-the-art understanding of available and applicable equipment and configurations relevant to the College's communication infrastructures.
- Coordinate with vendor service personnel during installation, upgrade or maintenance of communications facilities.
- Function independently or as a member of an information technology team as assigned.
- Participate in committees, working groups, councils, etc. in support of information technology initiatives.
- Train and supervise student employees and lower grade network/telecom technicians and assist in evaluating training needs.

### Occasional Job Functions:

- Provide related administrative functions and help desk support; as required, work, non-standard shifts, and provide on-call, telephonic or pager support.
- As part of training, perform functions normally assigned to unit and project although to a lesser degree.
- Perform other duties and responsibilities as assigned by the Manager, Network Operations.

### **REQUIRED QUALIFICATION STANDARDS:**

#### Education:

Bachelor's degree or an equivalent combination of post-secondary education and additional experience.

#### Experience:

- A minimum of five years of technical support experience in infrastructure environments comparable to the college in three or more of the following areas: local and wide-area networks, Internet service facilities, network management systems, telecommunications systems, cable plant facilities, video distribution systems, and network security solutions.
- Experience working as part of a team or independently on various projects ranging from troubleshooting and repairing telephone systems, fiber optic systems, broadband video problems, configuring network devices (such as switches and routers), configuring network management applications and troubleshooting network problems at any level.

#### Skills, Knowledge, and Abilities:

- Demonstrated significant understanding of networking practices and theory.
- Strong interpersonal and communication skills.
- Ability to work effectively with faculty, administrators, students, and colleagues.
- Ability to consistently develop and exhibit a positive, user-focused, customer-service attitude.
- Availability for emergency call-in.

### **PREFERRED:**

- Bachelor's degree in computer science or closely related field.
- Experience with Cisco, Fortinet, and/or Avaya equipment.
- State of Rhode Island Telecommunications System Technicians license.

### **ENVIRONMENTAL CONDITIONS:**

- The employee is not exposed to known adverse environmental conditions.
- Involves working outside regular hours in cases of emergency (business-impacting service disruption or outage) and scheduled maintenance.

The College requires that all applicants and employees be able to perform the essential functions of the job and will explore reasonable accommodations for individuals with disabilities.

*As an Affirmative Action/Equal Opportunity institution that values and is committed to inclusion and expanding the diversity of its faculty and staff, the College invites members of protected classes, including minorities and persons with disabilities, to identify themselves as such at the time of application.*