**P4: Level Standards**

**GENERAL ROLE**

This level is accountable for directly providing service to any assigned work unit at the University. The service can focus on a single or a variety of job functions with varying degrees of independence. Positions at this level may supervise student or support employees.

Incumbents:

* Put into effect what is required by defined job duties and responsibilities following professional norms or established procedures and protocols for guidance.
* Alter the order in which work or a procedure is performed to improve efficiency and effectiveness.
* Recommend or implement modifications to practices and procedures to improve efficiency and quality, directly affecting the specific office operation or departmental procedure or practice.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under direction.

*🡪 Context of Decisions*

* Decisions should involve selecting an approach from among alternatives, timing when certain tasks should be performed, determining how to best use available resources, and other similar choices.
* Decisions require more coordination and collaboration among different sources, taking into consideration the roles and impact on work outside the immediate organization.

*🡪 Job Controls*

* Has the latitude to make decisions on projects that they are accountable for delivering on.
* Free to plan and carry out all phases of work assignments.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Assignments are defined as less reoccurring or cyclical tasks, and primarily consist of development or refinement of programmatic or administrative objectives.

*🡪 Course of Resolution*

* Resolution and project completion require substantial planning and scheduling within the department in order to obtain and align resources when and where needed.

*🡪 Measure of Creativity*

* Problems are not amenable to strict technical resolution, requiring innovative thinking.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Regularly provides information on finished materials to others.
* Diplomatically and effectively deliver information difficult to understand or in contrast with a student or customer's views.

**SCOPE AND MEASURABLE EFFECT**

* Incumbents may supervise a small homogenous department, with proportionate responsibility to perform daily responsibilities similar to the work of subordinate staff.
* Actions typically affect an individual, item, event, or incident, etc.
* Actions taken are generally done to meet reporting requirements or regulatory guidelines, or to satisfy internal checks and balances and/or existing standards.
* Incumbents are typically designated as a lead or frequently assigned project leadership roles within a specific administrative/programmatic function or specialty area.
* Generally, have a more direct impact on a larger action or process, such as serving as an approver in a process, where the process is “owned” by a different work unit.

**Job Template**

**GENERAL SUMMARY**

Provides domain competency and technical support in network systems delivering voice, video and data network services. Confers with technical leadership in research, evaluation, and identification of technology solutions.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general supervision of a supervisor or manager.

**ESSENTIAL DUTIES AND RESPONSIBILITIES**

*The intent of this section is to list the primary, fundamental responsibilities of the job – that is, the duties that are central and vital to the role.*

* Supports network operations including installation, provisioning, operating, tuning, upgrading, troubleshooting, and decommissioning of devices and related services.
* Consults with senior network staff and end users to resolve problems with network systems and/or services.
* Develops and implements scripts to assist with automation and efficiencies
* Creates and maintains documentation of network and related systems and services; produces standard operating procedures, knowledge base articles, and/or user guides.
* Uses various software and hardware tools, installs software and/or hardware.
* Trains non-technical staff on procedures and technology with the subject matter.
* Carries out small to moderately sized technical tasks with minimal assistance and writes summaries of technical project work in appropriate format
* Responds to inquiries and collaborates with external departments.
* Supports senior technical personnel with installation, upgrade, and maintenance.
* Uses standard/industry diagnostic techniques to analyze, identify, and resolve problems
* Supports the development and implementation of plans and processes that minimize risk to services or systems.
* Supports senior technicians and colleagues in planning and implementing network changes.
* Participates in change management process as required, including submission, communication of requests, and supplying status updates for assigned tasks.
* Maintain and monitor inventory consisting of equipment, spare parts, and materials.
* Supports technical projects as part of a project team.
* Responds to emergency network or departmental service outages and repair requests.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associates degree
* Four years of related experience

OR

* Bachelor’s degree
* Two years of related experience

OR

* Six years of related experience

**COMPETENCIES**

**Knowledge of:**

* Major components, functions and locations of network and related equipment, systems and appliances that are used to deliver University network services.
* Basic electronic and electrical concepts, standards, tools, testing methods and their application in telecommunications and network systems.
* Proper use of simple hand and power tools commonly used in network and equipment installations, such cable termination tools, ladders, hand drills, cable testers and meters.
* Operation and troubleshooting of network systems and protocols in terms of the OSI model layers 1 - 3.
* Basic LAN/WAN/WLAN technologies, topologies, and applicable use of each
* Operation of Domain Name System (DNS) and DHCP
* Symbology used in documenting physical and logical network systems in appropriate applications such as MS-Visio, network management platforms
* Basic manipulation of data using productivity applications (MS Excel) and/or programming and scripting tools.
* Appropriate use, configuration and security measures for common network management utility applications and programs
* Basic understanding of information/network security devices and practices such as network firewalls, virtual private networks.
* Understanding of general information technology as well as network infrastructure standards, installation and testing practices such as TIA, BICSI, IEEE, ITIL.

**Skill in:**

* Common productivity software suites such as MS Word, Excel, Visio
* Planning, prioritization and organization of assigned tasks
* Troubleshooting and critical thinking
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Provide technical training and guidance to less technical users and peers.
* Apply active listening to understand problems and communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Prepare clear documentation in the form of standard procedures and processes, physical and logical network diagrams in both written and graphical electronic format
* Actively investigate, learn and apply new skills and technologies.
* Maintain the confidentiality of information and professional boundaries