**P7: Level Standards**

**GENERAL ROLE**

This level is accountable for serving in an expert resource capacity in an area of specialization. Positions at this level are not reflective of the majority of the workforce, but instead the most complex functions within an area of specialization.

Incumbents:

* Serve in a subject leader and consultative capacity within an area of expertise.
* Provide analytical, technical, and advisory support to leaders and decisions makers within the same disciplinary track.
* Lead projects or initiatives within the specific area of expertise, to include leading vendors or cross-functional departments or teams.
* Research and apply better ways to effectively achieve end results by, for example, arranging/rearranging the way work is performed, changing elements of processes, and adding or deleting new or unnecessary capabilities/functionalities as needed.
* Set project objectives, immediate- and/or long-term, as a means to fulfill project initiatives.

**INDEPENDENCE AND DECISION-MAKING**

*🡪 Supervision Receive*d

* Works under general direction.
* Seeks assistance only when unique situations arise, coupled with financial impact to the division and political consequence.

*🡪 Context of Decisions*

* Work is focused on and regulated by specific department/division goals and milestones.

*🡪 Job Controls*

* Act based on own judgement as long as actions adhere to division policies and operating procedures, and remain focused on the department and division objectives and missions.
* Subject to managerial controls through conferences, review of reports, and occasional on-site visits or check-ins.
* Managerial controls are exercised on the incumbent for matters of intermediate- and long-range planning, budgetary, and human resources based matters.

**COMPLEXITY AND PROBLEM SOLVING**

*🡪 Range of issues*

* Problems are unique and unexpected.
* Challenges for problems arise due to lack of precedent.

*🡪 Course of Resolution*

* Problems require response/adaptation to changing conditions or circumstances, necessitating enterprise and new approaches with broad impacting effects.
* Problem resolution should regularly require collaboration and coordination with units internal to the division, with occasional collaboration and coordination outside the division.

*🡪 Measure of Creativity*

* Incumbents are regularly required to develop new methods/methodology for evaluation and implementation plans for new initiatives.

**COMMUNICATION EXPECTATIONS**

*🡪 Manner of Delivery and Content*

* Deliver statements and information in a combined persuasive and motivational fashion to subordinate staff, departmental and University administrators, and the campus community as a whole.

**SCOPE AND MEASURABLE EFFECT**

* Serve as an expert on specific subject matter evidenced by regularly researching and producing reports (e.g., white papers) on technical matters of systematic importance and consulting with managers throughout the division/University on specific issues in the position’s area of expertise.
* Actions regularly affect a departmental outcome with division-wide impact.
* Actions have a direct impact on controlling such things as project scope, team size and nature of assignments, operating budget, etc.
* Actions may have high-risk financial, compliance, political, or safety implications.
* Performance results tend to be related to efficiency, degree of waste/cost overruns, quality/continuous improvement, timeliness, resource allocation/effectiveness, etc.

**Job Template**

**GENERAL SUMMARY**

Provides domain expertise, broad proficiency, and expert technical support in network systems delivering voice, video and data network services. Leads technical decisions in design of network technology solutions.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under general direction.

**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.*

* Possesses comprehensive knowledge and the ability to design and manage an enterprise services, in a large and complex environment.
* Identifies and resolves complex system issues in large-scale enterprise services.
* Consults with management and business unit leaders and other users to resolve problems in information technology services, network service development, and system performance.
* Leads technical staff in the installation, upgrade, and maintenance of advanced or complex network technologies.
* Develops procedures, techniques, or programs to analyze or improve the performance and efficiency of software and hardware systems. Documents modifications made to the hardware, software, or procedures related to the systems.
* Writes advanced scripts and/or programs to assist with automated provisioning, services and to ensure high availability of network resources to dependent systems.
* Designs and develops technical strategies and plans for network service delivery.
* Uses various software and hardware tools; installs software and/or hardware
* Defines requirements, writes specifications for procurement and generates documentation for new equipment, software or professional services.
* Works with vendors and/or management to design, develop, enhance, and implement enterprise solutions.
* Carries out larger technical tasks and writes summaries of technical project work.
* Works with technical and functional staff to design and develop systems integrations.
* Designs, plans, develops, configures, and implements solutions to ensure the high availability of services if a major disruption is caused by system issues or large-scale disasters.
* Responds to inquiries from other departments and collaborates with external departments. Documents all technical work in user guides for future reference.
* Contributes to technical projects, as part of a cross functional team.
* Responds to emergency and service outages and degradation
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Associates degree
* Eight years of related experience

OR

* Bachelor’s degree
* Six years of related experience

OR

* Ten years of related experience

**COMPETENCIES**

**Knowledge of:**

* Extensive knowledge and understanding in the design, configuration, operation, protocols, standards and best practices across a broad range of network, systems, software and related technologies.
* OSI protocol stack with high proficiency in layers 1-6
* Automation of network provisioning through programming and scripting and integration with related information systems. (Automation and orchestration)
* Software defined networking (SDN, SD-WAN)
* Packet capture and advanced debugging techniques
* Information and network security principals and best practice
* Codes, standards, and regulatory requirements applicable to information and network technology
* Advanced enterprise/campus WAN / LAN / WLAN / Data Center architectures, design principals, and operations
* Voice and collaboration provisioning, monitoring and management (VoIP, Video Conferencing)
* Cloud technology architectures and virtualized network services
* Network monitoring, optimization, and performance management technologies and techniques.
* Transport technologies and topologies (optical line systems and software)
* Advanced IP addressing and routing solutions (addressing, summarization, OSPF, BGP, MPLS)
* Advanced network firewalls, content filtering, intrusion prevention systems, load balancing, network taps, NetFlow collectors, etc.
* Advanced DNS, DHCP, and IP address allocation, management, debugging, tools and techniques
* Cost models for network delivery equipment, systems, software and integrated solutions
* Principals and practice of employee supervision
* Project management methodologies and practice
* Business/office productivity software (documents, presentations, worksheets, databases, charts, graphs, diagramming)
* Industry best practices and University and departmental policies and procedures

**Skill in:**

* Planning and organization
* Troubleshooting
* Developing and maintaining effective and appropriate working relationships
* Critical thinking, problem solving and analysis

**Ability to:**

* Provide technical training and guidance
* 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
* Maintain the confidentiality of information and professional boundaries