**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**

Coordinates activities for technical staff and contractors in the delivery of University telecommunications, network, and information technology (IT) services. Ensures adherence to task scope, design, schedule, and budget meet University requirements.

**REPORTING RELATIONSHIPS AND TEAMWORK**

Works under the direction of a supervisor or manager. Facilitates project-specific teams of specialists and subject matter experts.

**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.*

* Prepares project estimates based on requirements and assists with applicable capital budget requests.
* Performs site surveys and needs assessments for network and related IT systems or service requests.
* Accountable for all aspects of the facilitation, delivery, and installation of network systems and services to meet ad hoc requests, minor building and utility renovations and installations.
* Attends and documents scope meeting with University and/or outsourced design professionals, (e.g. Architects, Engineers) for University-administered projects.
* Coordinates daily activities in support of ad hoc requests, minor projects, and quality and code inspections.
* Monitors the quality of work, safety, budget, and timelines of projects, in accordance with policies and priorities.
* Facilitates necessary communication and coordinates with University departments to ensure uninterrupted continuity during all project phases on matters related to department specific interests and scope of responsibility (e.g. parking, environmental concerns).
* Coordinates the work and activities of assigned staff, team members, subject matter experts, contractors, and vendors.
* Maintains and verifies accuracy of documentation and administrative systems.
* Performs related work as required.

**MINIMUM QUALIFICATIONS**

* Bachelor’s degree in related field
* Two years of related experience in the design, planning, estimation, specification and management of telecommunication network /information technology infrastructure.

OR

* Four years of experience in telecommunications infrastructure design, installation, testing and commissioning.
* Two years of related experience in the design, planning, estimation, specification and management of telecommunication network /information technology infrastructure.

**COMPETENCIES**

**Knowledge of:**

* Facilities and operating environment requirements for network and information technology
* Information technology and network infrastructure standards, methods and procedures
* Project and construction management
* Building and professional codes
* Microsoft Office and related software applications

**Skill in:**

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

**Ability to:**

* Maintain accurate records and produce summary reports
* Design and interpret blueprints and specifications
* Communicate effectively through both oral and written means
* Respect diversity and work collaboratively with individuals of diverse cultural, social and educational backgrounds
* Maintain the confidentiality of information and professional boundaries
* Work independently to analyze available information, draw conclusions and understandings, and present such conclusions effectively to senior management