



**COMMUNITY COLLEGE
OF RHODE ISLAND**

Office of Human Resources

POSITION DESCRIPTION

POSITION: Network Technician IV (Telecommunications)
LOCATION: Information Technology
REPORTS TO: Director of Network & Telecommunications
GRADE: CCRIPSA 14
WORK SCHEDULE: Non Standard, 35 hours per week

BASIC FUNCTION:

Oversee the daily operations of telecommunications services, including the installation, management, maintenance, repair and quality of the switching system and associated voice devices, supplemental equipment and audiovisual infrastructure. Assume project leader role in telecommunications projects.

DUTIES & RESPONSIBILITIES:

Under general direction, aid in the formulation, recommendation, interpretation, and implementation for corporate wide telecommunication systems, procedures and policies as they relate to the day to day operations of the telecommunications office.

Assume project leadership role in the implementation of communications projects. Prioritize and schedule projects and repairs to ensure timely and efficient completion. Provide oversight supervision of vendors' staff when on premises.

Evaluate voice communication resources, needs and vendors. Coordinate planning to meet the requirements of installation, user, vendor, technical and systems development project teams. Design modifications for telecommunications hardware and systems to improve performance and ensure total system conformity. Determine the most efficient and cost effective system modifications and hardware purchases.

Forecast future growth and planning for appropriate telecommunication resources.

Develop and maintain an inventory and billing system of telecommunications

Knight Campus

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equipment, services and facilities. Authorize and obtain adjustments and credits for service charges accrued through local and long distance carriers.

Coordinate the operational and financial activities of the Telecommunications Department, including overseeing the local and long distance carrier services, PBX system and microwave systems.

Design, develop and support complex and detailed software menus for voice mail routing and automatic call distribution.

Oversee billing and inventory for the college pager/cell phone account.

Train and meet with the telecommunications support staff, to ensure consistent and orderly operation of telecommunication services at all campuses.

Manage and support a database of current college telephone numbers based on the activity of telephone adds, moves and changes.

Confer with department managers to resolve operational problems, provide consultation, review departmental telecommunications needs and identify optimum equipment and service.

Monitor utilization levels and trends throughout the organization to determine quality of required and supplied telecommunications facilities and services. Develop, implement and monitor workload standards and generate productivity reports. Identify optimum equipment and services. Recommend and implement policies and procedures accordingly.

Aid in the development of telecommunications systems, analysis and accounting systems.

Responsible for the development of bid specifications and price disposition for telecommunications equipment.

Maintain an inventory of equipment and supplies used in the repair and maintenance of instructional technology and telecommunications hardware and/or systems.

In his/her absence, represent the Director of Network and Telecommunications at meetings and in carrying out telecommunications plans for which the Director's involvement is needed.

Maintain a state-of-the-art understanding of all equipment and configurations, and make recommendations concerning the modernization of the College's telecommunication network.

Acquire current technical knowledge by attending conferences, seminars, trade shows, training programs and visiting relevant sites and vendors, and by reading and researching pertinent magazines and journals.

Act as liaison with vendor and technical society contacts.

Serve on telecommunications committees to establish uniform policies, procedures and equipment usage.

Other related duties as assigned.

LICENSES, TOOLS AND EQUIPMENT:

Special Message Detail Recorder (SMDR) Computer system, intercampus and intracampus network (voice, video) Cable TV system, voice mail system, campus telecommunication cable plant, microcomputer, calculator and telephone. Must have access to and use of own transportation. Must possess State Telecommunications License.

ENVIRONMENTAL CONDITIONS:

This position is not substantially exposed to adverse environmental conditions.

QUALIFICATIONS:

Bachelor's degree in related field or an equivalent combination of post-secondary education and additional experience is required. Specialized courses or programs in telecommunications, and audiovisual, and desktop support required. At least five years of experience involving repair of highly sophisticated electronic equipment and systems required. Proficiency with PC and related telecommunications software required. Excellent oral and written communications required.

CCRI is an Equal Opportunity / Diversity Employer.

Any individual with a disability who requires assistance in the application process should contact CCRI at (401) 455-6011 prior to the close of the application period.

TTY: (401) 825-2313.

All requirements are subject to possible modification to reasonably accommodate individuals with disabilities. Some requirements may exclude individuals who pose a direct threat or significant risk to the health and safety of themselves or other employees.

This job description in no way states or implies that these are the only duties to be performed by the employee occupying the position. Employees will be required to perform any other job-related duties requested by their supervisor