POSITION DESCRIPTION

Department: Information Technology Services
Classification Title: Information Technology Consultant-Career
Working Title: Technology Communications Distribution Designer
FLSA Status: ☒ Exempt
Incumbent:

Position Summary

Under general supervision of the Manager of Infrastructure and Platform Services, this position supports the Information Technology Services (ITS)-Infrastructure & Platform Services group and their interface with other campus systems and services. This position provides guidance and task coordination for the internal technical aspects of Cal Poly’s major capital construction projects and plays a key role in the successful designing, implementing, and management of the technical aspects of these projects. They are primarily responsible for reviewing technical aspects of construction plans, ensuring standards and specifications are met, meeting with both internal and external teams, advising on technical impacts and design, communicating with customers and ITS about overall project information, and vendor partners’ deliverables.

Duties and Responsibilities

The following examples illustrate typical work activities and are not meant to be all inclusive or restrictive:

Essential Job Functions

1. Partner and provide comprehensive consultative support to enhance the use and access of technology and information systems, with particular focus on IT infrastructure and platform services operations and delivery.
2. Provide the highest level of customer service, collaboration, and consultative relationships with the campus community.
3. Collaborate with ITS and campus partners to develop infrastructure roadmaps and related technology lifecycles.
4. Understand and communicate impact of technology related construction decisions to campus constituents, ITS leadership, and impacted ITS teams.
5. Develop Statements of Work (SoW) to define project specific activities for technical vendors, consultants, and contractors to ensure contractual agreements, standards, and deliverables are met once the contract is awarded.
6. Understand, analyze and diagnose user needs and resolve problems in a timely manner; ensure users understand technical services as assigned.
7. Develop and conduct user needs assessments; make recommendations.
8. Contribute to the development of continuous improvement of workflow and support processes.
10. Consult and collaborate with functional customers and technical staff to identify and document requirements. Determine and evaluate alternative approaches to meet user needs and recommend optimal solutions.
11. Provide support to both technical and non-technical staff.
12. Collaborate with stakeholders to identify and implement procedures that facilitate a smooth
delivery of services or enhancements to existing services.
13. Assess vendor proposals and provide recommendations.
14. Ensure assigned systems and services are properly maintained and fully operational.
15. Prepare and deliver effective formal and informal documentation, presentations and
training to a variety of end users.
16. Document assignment status as required by supervisor. Escalate problems or unexpected
resource requirements.
17. Use available resources to maintain and enhance technical currency.
18. Track work in ticketing systems and project management tools.
19. Understand and track metrics for assigned systems and services for continuous
improvement.
20. Develop and deliver technical, user and business processes documentation and training.
21. Maintain records and develop reports for assigned systems.
22. Use project management tools and collaboration software to deliver assigned tasks and
projects.

Related Job Functions

As Needed 10%

1. Apply general knowledge of requirements for accessibility and other regulatory
compliance where appropriate.
2. Provide training to other employees as needed and provide lead work direction to student
assistants.
3. Perform other job-related duties and special projects as assigned.

Required Education, Experience, and Credentials

Education and Experience:

- Bachelor’s degree and two years of relevant experience.
- Additional qualifying experience may be substituted for up to two years of required
  education on a year-for-year basis.

Licenses, Certificates, Credentials:

- N/A

Required Skills, Knowledge, and Abilities

1. Demonstrated experience with the technology design process including but not limited to
  preliminary assessments, concept creation, design, problem resolution, drawing and
  specification production, and construction administration.
2. Demonstrated skill with structured cabling components and complete system design.
3. Demonstrated skill with network, AV, and building management equipment and systems
  connectivity.
4. Demonstrated skill in providing technical design of systems for major capital building
  projects including telecommunications, electronic security, audio-visual systems, and related
  technologies.
5. Demonstrated experience with preparation of engineering drawings, specifications, reports,
  review technical documents.
6. Ability to complete project assignments with minimal supervision and give support staff
  directions to complete a project.
7. Demonstrated experience with tools for project management, issue tracking, and
  collaboration.
8. Demonstrated experience with standardized construction change orders, RFI's, submittals,
  vendor management, negotiations, and escalations.
9. Demonstrated skill influencing teams to achieve effective outcomes and in fostering positive relationships between team members.
10. Demonstrated ability translating technological solutions into terms understandable by a variety of users; demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions.
11. Demonstrated ability at making sense of complex, voluminous, and occasionally contradictory information with the ability to categorize problems against established patterns and independently apply appropriate methodologies to reach successful solutions.
12. Skilled at building partnerships and working collaboratively with others to meet shared objectives.
13. Ability to apply campus information security policy and standards to develop specific security requirements. Ability to apply security models and frameworks to ensure appropriate security is maintained.
14. Excellent communication skills with demonstrated experience using them to collaborate and set expectations with management and colleagues; to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.
15. Ability to use tact and diplomacy to effectively handle a broad range of high level and sensitive interpersonal situations with diverse personalities, and to respond appropriately to conflicts and problems.
16. Strong organizational skills with demonstrated experience successfully and independently identifying and prioritizing work and managing several projects.
17. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, and productive atmosphere within and outside of the University.
18. Ability to establish and maintain effective and working relationships within a diverse population and with those from various cultural backgrounds; ability to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
19. General knowledge of requirements for accessibility and other regulatory compliance.
20. Working knowledge of or ability to quickly learn University infrastructure, software applications, database systems, policies, and procedures.

Preferred Skills and Experience
- Demonstrated skills in an institutional/educational environment utilizing a customer-oriented and service-centered attitude.
- Knowledge and practice of the principles of ITIL, Lean, Agile and/or DevOps.
- Division 27 & 28 standards and specifications.
- Experience with Bluebeam and Procore or other construction related management software.
- BICSI-RCDD certification.
- AVI-XA

Special Conditions
- Ability to safely move equipment up to 50 pounds, with or without assistance.
- Must be able to successfully pass a pre-employment background/fingerprint check.
- This position classification has been defined as exempt and is not subject to the overtime provisions of the Fair Labor Standards Act (FLSA).
- Must be able to adjust working hours to meet special jobs. Must be able to work overtime or holidays on an as-needed basis.
- May be called back periodically to perform work as needed on an emergency basis.
- Must be able to rotate evening, weekend, and holiday “on-call” hours, and be reached in support of production processing.
- Must be willing to travel and attend training programs off-site.
- The person holding this position is considered a ‘mandated reporter’ under the California Child Abuse and Neglect Reporting Act and is required to comply with the requirements set forth in CSU Executive Order 1083 as a condition of employment.

**INCUMBENT:** I have read this position description and understand its contents.

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<th>INCUMBENT NAME</th>
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**SUPERVISOR:** I certify that all statements on this form are complete and accurate.

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**DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate.

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**HUMAN RESOURCES USE ONLY**

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