**P O S I T I O N D E S C R I P T I O N**

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| Department: | ITS-Infrastructure & Platform Services |
| Classification Title: | Equipment Systems Specialist – Career |
| Working Title: | Low Voltage Technician |
| FLSA Status:  | [x]  Non-Exempt [ ]  Exempt |
| Incumbent: |  |

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| **Position Summary** |

Under direct supervision of the Assistant Director of Infrastructure Services, this position supports the ITS-Infrastructure & Platform Services group and their interface with other campus systems and services; provides physical communications and network infrastructure and associated systems analysis, modification, maintenance, installation and support and interfaces with internal ITS staff and the user community on the use of these systems and infrastructure.

Supports enterprise-level campus copper and optical fiber cable, and other related infrastructure and systems including but not limited to wired and wireless data networks (Ethernet), cable television distribution systems, telephone systems with digital and analog services and two-way radio systems.  This position also maintains and supports assigned systems and services to ensure system availability, integrity, and reliability.

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| **Duties and Responsibilities** |

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

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| **Essential Job Functions**  | **Daily 90%** |
| 1. Support and maintain complex enterprise data networks and cabling systems to meet campus needs.
2. As a member of a DevOps team, work collaboratively with service owners to deliver compelling communications and network service offerings to a variety of campus customers.
3. Deploy and support comprehensive service offerings including detailed documentation regarding support, monitoring, access control, logging, maintenance and continuity.
4. Consult with directors, managers, ITS staff and customers on communications and network infrastructure and associated systems along with security needs and future direction.
5. Support, improve, install, and upgrade communications and network infrastructure and associated systems.
6. Implement policies, processes and procedures as they relate to support and maintenance of communications and network infrastructure and associated system resources.
7. Document communications and network infrastructure and associated systems functionality, as required.
8. Assist in planning and implementing installations and facility layouts, including preparing project estimates, ordering materials, and inspecting job sites.
9. Review and provide written feedback on plans and specifications for small and large campus projects.
10. Determine routing and placement of cabling and wiring. Reconfigure and test newly installed systems.
11. Analyze security requirements to apply to communications and network infrastructure and associated services as well as deliver administration policies, processes and practices to meet these requirements.
12. Regularly review communications and network infrastructure and associated services to identify security risks and escalate security issues as appropriate.
13. Understand the current and future state of technology and platforms within the assigned area.
14. Ensure customer needs are met in technical execution.
15. Consult with IT leadership to ensure design and technical execution is meeting expectations.
16. Take ownership of developing and implementing a personal-improvement plan to acquire skill sets and knowledge of current and future technologies used within the assigned area.
17. Maintain, improve and support enterprise network infrastructure and associated systems, resulting in the creation of detailed policies and procedures to ensure ongoing continuity.
18. Work with customers and technical staff to troubleshoot, isolate and resolve networking problems.
19. Implement process and service improvements for complex communications and network infrastructure and associated systems.
20. Provide, research and identify improvements for communications and network infrastructure services and processes to improve service delivery to customers; recommend direction changes to management.
21. Consult and review team recommendations for service and process improvements in order to maintain optimal performance, accommodate growth, and improve service delivery.
22. Assess, improve, and optimize complex communications and network infrastructure and associated systems to address security, system performance, capacity, cross-functional technology and resource requirements.
23. Improve, customize, program and support tools and solutions for automated services, user interfaces and tools.
24. Plan the implementation and configuration of metrics and reporting tools for communications and network infrastructure and associated systems.
25. Consult and collaborate with customers to identify and document improvements to design and implement network infrastructure and associated systems.
26. Collaborate with stake holders to identify and implement procedures that facilitate a smooth delivery of services or enhancements to existing services.
27. Assess existing services and provide technical recommendations to improve their delivery.
28. Provide support to both technical and non-technical staff.
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| **Related Job Functions**  | **As Needed 10%** |

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| 1. Document assignment status as required by managers or leads. Escalate problems or unexpected resource requirements.
2. Apply general knowledge of requirements for accessibility compliance where appropriate.
3. Provide training to other employees as needed and provide lead work direction to student assistants.
4. Use available resources to maintain and enhance technical currency. Maintain and develop interpersonal skills.
5. Perform other job-related duties and special projects as assigned.
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| **Required Education, Experience, and Credentials** |

Education and Experience:

* Associate Degree, its equivalent, or higher. Two years of relevant experience.
* Additional qualifying experience may be substituted for up to two years of the required education on a year-for-year basis.

Licenses, Certificates, Credentials:

* Possession of a valid driver’s license or the ability to obtain by date of hire.

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| **Required Skills, Knowledge, and Abilities** |

1. Demonstrated skill with network and telecommunications functionality and a working knowledge of these systems.
2. Demonstrated ability to diagnose and troubleshoot equipment and individual components.
3. Knowledge of the safety practices, codes, standards, methods, materials, tools and equipment used in the telecommunications and network wiring industry.
4. Comprehensive working knowledge of current installation and termination practices for copper, coaxial and optical fiber circuits, including proper backboard and equipment rack construction and the installation of data, video and telephone equipment.
5. Working knowledge of proper telecommunications grounding and bonding practices, and the testing of data, video and telephone equipment.
6. Working knowledge of cable television systems utilizing quadrature amplitude modulation (QAM) digital distribution, television over data networks (IPTV), and in the use of broadband RF signal level and RF signal analyzer type test equipment.
7. Ability to develop plans (including budgets), specifications, and ideas for equipment and systems.
8. Ability to develop a work schedule and monitor progress against defined parameters.
9. Ability to read and understand architectural blue prints, electrical and electronics schematics and equipment manuals.
10. Demonstrated ability to visually inspect and interpret the standard telecommunications color code on cables and designation strips.
11. Ability to assemble components and parts, and cable and wiring.
12. Working knowledge of common software application packages and tools for performance monitoring and issues tracking.
13. Working knowledge of VHF/UHF two-way radio systems, Iridium satellite telephones, Iridium satellite two-way radios, and in the use of broadband RF watt meters to test for acceptable return loss (SWR).
14. Demonstrated skill with wireless network systems, particularly pathways for and installation of indoor and outdoor wireless access points.
15. Demonstrated ability to terminate F type connectors, install splitters, taps, and RF distribution amplifiers according to accepted industry standards.
16. Demonstrated ability to research and evaluate improvements to services to meet user needs.
17. Demonstrated ability to work with technical and non-technical staff to identify user requirements and translate them into technology-based solutions and service improvements.
18. Ability to use creative problem-solving skills and apply effective technical solutions.
19. Ability to apply campus information security policy and standards to develop specific security requirements.
20. Ability to apply security models and frameworks to ensure appropriate security is maintained.
21. Excellent verbal and written communication skills, including the ability to prepare and deliver formal and informal documentation, presentations, and training to a variety of end users.
22. Excellent organizational and time management skills with the ability to set own priorities to coordinate multiple assignments with fluctuating and time-sensitive deadlines.
23. Ability to foster and maintain positive and professional working relationships; ability to effectively handle interpersonal interactions at all levels and respond appropriately to conflicts and problems.
24. Ability to provide lead work direction and train others.
25. Interest and ability to maintain and enhance technical currency.
26. General knowledge of requirements for accessibility compliance.

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| **PREFERRED QUALIFICATIONS:** * Certifications
	+ Registered Communications Distribution Designer (RCDD) Certification.
	+ California State C7 Electrical Contractor License.
* Working knowledge of and experience with change management and lean principles.

**Special Conditions** |

* Must be able to safely drive a state vehicle.
* Must be able to lift and carry equipment up to 75 pounds with or without assistance.
* Must be able to climb ladders to access ceiling spaces and manholes.
* Must be able to work in confined spaces such as attics, crawl spaces, and manholes.
* Must be able to work safely with the typical cleaning solvents, chemicals, etc. related to telecommunications and common cleaning and maintenance tasks.
* Must be able to adjust working hours to meet special jobs. Must be able to work occasional 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.
* Must successfully pass a pre-employment fingerprint/background check.
* This position is required to work in asbestos and lead environments. Training and certification will be provided by the university.
* 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.
* This position classification has been defined as "non-exempt" and is subject to the overtime provisions of the Fair Labor Standards Act (FLSA).

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|  **INCUMBENT:** I have read this position description and understand its contents. |
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| INCUMBENT NAME | SIGNATURE | DATE |

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| **SUPERVISOR:** I certify that all statements on this form are complete and accurate. |
|  |  |  |  |
| Immediate Supervisor name and title | Signature | Date |
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| **DEPARTMENT HEAD:** I certify that all statements on this form are complete and accurate. |
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| department HEAD name and title | Signature | Date |

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| **HUMAN RESOURCES USE ONLY** |
| Employee ID#: |  | REQUEST FOR: | CLASSIFICATION INFORMATION |
| Position Number:  |  |  [ ]  Update Review for File | Classification Title:  |  |
| FTE:  |  |  [ ]  Classification Review | Class Code/Range: |  |
| [ ]  Permanent |  |  [ ]  New Position Recruitment | CBID: |  |
| [ ]  Temporary |  |  [ ]  Replacement Recruitment | MPP Job Code:  |  |
| [ ]  COI Position |  |  | Classifier Initials: |  |
| Recruitment Number:  |  |  | Date:  |  |