**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: | Network Analyst – Career |
| Working Title: | Technology Communications Distribution Designer |
| FLSA Status:  | [ ]  Non-Exempt [x]  Exempt |
| Incumbent: |  |

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| **Position Summary** |

Under general supervision of the Assistant Director 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 physical infrastructure related to information technology aspects of Cal Poly’s construction projects and plays a key role in the successful designing, implementing, and management of complete systems related to 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, and communicating with customers and ITS about overall project information and vendor partners’ deliverables.

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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 to meet campus needs.
2. 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.
3. Assess, improve, and optimize complex network infrastructure and associated systems to address security, system performance, capacity, cross-functional technology, and resource requirements.
4. Provide the highest level of customer service, collaboration, and consultative relationships with the campus community.
5. Collaborate with ITS and campus partners to develop infrastructure roadmaps and related technology lifecycles.
6. Research and identify improvements for infrastructure services and processes to improve service delivery to customers; recommend direction changes to management.
7. Develop and implement construction improvement plans and knowledge of current and future technologies used in the assigned areas ensuring standards and specifications are met.
8. Understand and communicate impact of technology related construction decisions to campus constituents, ITS leadership, and impacted ITS teams.
9. Communicate with customers and ITS about overall project information and vendor partners’ deliverables.
10. 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.
11. Understand, analyze, and diagnose user needs and resolve problems in a timely manner; ensure users understand technical services as assigned.  Develop and conduct user needs assessments; make recommendations.
12. Analyze and diagnose technical system issues and needs to ensure issues are resolved promptly; ensure assigned technical services meet user expectations; conduct needs assessments to provide recommendations for changes or improvements to assigned services. Contribute to the development of continuous improvement of workflow and support processes.
13. Escalate problems appropriately.
14. 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.
15. Collaborate with stakeholders to identify and implement procedures that facilitate a smooth delivery of services or enhancements to existing services.
16. Assess vendor proposals and provide recommendations.
17. Ensure assigned systems and services are properly maintained and fully operational.
18. Prepare, develop, and deliver effective formal and informal documentation, presentations, and training on technical, user, and business processes to a variety of end users.
19. Document assignment status as required by supervisor and leverage regular reviews of infrastructure and associated construction services to identify security risks, problems, or unexpected resource requirements, escalating as appropriate.
20. Use available resources to maintain and enhance technical currency.
21. Track and document operational and project work using ticketing and tools, and utilize collaboration software to deliver tasks and projects Understand and track metrics for assigned systems and services for continuous improvement.
22. Use project management tools and collaboration software to deliver assigned tasks and projects.
23. Assess, improve, and optimize complex network infrastructure and associated systems to address system performance, capacity, cross-functional technology, and construction resource requirements for structured network cabling and audio visual.
24. Plan and communicate the implementation and configuration of metrics and reporting tools for construction (infrastructure) and associated systems.
25. Leverage support to collaborate with stake holders to identify and implement construction procedures that facilitate a smooth delivery of services or enhancements to existing services.
26. Implement process and service improvements for complex network infrastructure and associated systems associated with engineering drawings, specifications, reports, review technical documents.
27. Consult and review team recommendations for service and process improvements to maintain optimal performance, accommodate growth, and improve service delivery, technology, and resource requirements.
28. Improve, customize, program and support tools and solutions for automated services, documentation, and tools.
29. Consult and collaborate with customers to identify and document improvements to design and implement network infrastructure and associated systems.
30. Assess existing services and provide technical recommendations to improve their delivery.
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| **Related Job Functions**  | **As Needed 10%** |

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| 1. Provide training to other employees as needed and provide lead work direction to student assistants.
2. Develop and maintain interpersonal skills.
3. Perform other job-related duties and special projects as assigned.
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| **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 the required education on a year-for-year basis.

Licenses, Certificates, Credentials:

* N/A

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| **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. Knowledge in supporting enterprise level network infrastructure and associated services such as DNS, Firewalls, Application Load Balancers, Wi-Fi and/or VoIP.
8. Demonstrated experience with tools for project management, issue tracking, and collaboration.
9. Demonstrated experience with standardized construction change orders, RFIs, submittals, vendor management, negotiations, and escalations.
10. Demonstrated skill influencing teams to achieve effective outcomes and in fostering positive relationships between team members.
11. 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.
12. 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.
13. Skilled at building partnerships and working collaboratively with others to meet shared objectives.
14. 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.
15. 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.
16. 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.
17. Strong organizational skills with demonstrated experience successfully and independently identifying and prioritizing work and managing several projects.
18. Ability to initiate, establish, and foster communication and teamwork by maintaining a positive, cooperative, and productive atmosphere within and outside of the University.
19. 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.
20. General knowledge of requirements for accessibility and other regulatory compliance.
21. Working knowledge of or ability to quickly learn University infrastructure, software applications, database systems, policies, and procedures.

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| **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.
* AVIXA CTS Certification.
* OSHA 30-Hour Construction or General Industry Certification.

**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.

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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:  |  |