



# Staff JOB DESCRIPTION

Form: HRF5005, Ver. 1, Revised 01/23/2018

DATE:	1/23/2018	POSITION #:	FS9788
NAME OF INCUMBENT(S):	Vacant		
JOB TITLE:	Network Operations Specialist		
DIVISION:	Information Technology Services		
DEPARTMENT:	Infrastructure Support Services		
PAY TABLE/LEVEL/GRADE:	Level 7	REPORTS TO:	FA9641

**STATUS:** Please click the appropriate boxes that apply.

- |                                                                 |                                                         |                                                           |
|-----------------------------------------------------------------|---------------------------------------------------------|-----------------------------------------------------------|
| <input checked="" type="checkbox"/> Regular/Continuing          | <input type="checkbox"/> Temporary/Limited Duration     | <input checked="" type="checkbox"/> Full-Time (40 hrs/wk) |
| <input checked="" type="checkbox"/> Bargaining Unit: <u>ESP</u> | <input checked="" type="checkbox"/> Individual Position | <input type="checkbox"/> Part-Time: _____ Hours/Week      |
| <input type="checkbox"/> Non-Bargaining                         | <input type="checkbox"/> Pooled Position:               |                                                           |
| <input type="checkbox"/> Provisional/Grant Funded               | _____ No. of Employee if this position is pooled.       |                                                           |

**JOB SUMMARY:** (This section should summarize the overall purpose (“mission”) of this job in 1-4 sentences. Briefly describe the primary reason the job exists at LCC.)

The “Network Operations Specialist” position at LCC provides network infrastructure support for the college-wide voice/data/video network including new construction, renovations, moves, additions, and changes. Acts as a department interface with campus physical plant re: maintenance of ITS facilities campus wide. They will operate with minimal direct supervision while performing tasks related to maintaining and monitoring existing LCC voice and networking systems. Advising for capacity planning and growth; analyzing, designing, and improving existing processes and procedures is also part of their responsibility.

**ESSENTIAL DUTIES AND RESPONSIBILITIES:** Identify and describe the essential duties and responsibilities, i.e., what actions are done and what are the expected results. Most jobs can be described using 5-10 statements. List in priority order, beginning with top priority/must get done, with approximate percent for each (e.g. 20% 1. reconciles grant fund expenditures to balance monthly budget). “Other duties, as assigned,” are implicit in all position descriptions.

%	No.	Essential Duties and Responsibilities
<u>25%</u>	1.	Plan and install network wiring or oversee wiring contractors depending on job size.
<u>20%</u>	2	Oversee contractor work and enforce standards.
<u>10%</u>	3	Maintenance of cabling plant.
<u>10%</u>	4	Maintenance of wiring closets.
<u>10%</u>	5	Maintenance of UPS's.
<u>10%</u>	6	Schedule and supervise wiring work and resolve conflicts.
<u>4%</u>	7	Assist in administration of college systems like clock system, door access control, etc.
<u>4%</u>	8	Department representative for Facilities Operations Work Group committee.
<u>1%</u>	9	Write bid spec's for network wiring
<u>1%</u>	10	Choose bid winners
<u>1%</u>	11	Oversee installation and maintenance of college video surveillance infrastructure
<u>1%</u>	12	Assist in converged network deployment, maintenance and monitoring wired+wireless networks
<u>1%</u>	13	Assist PC Technicians, FAMIS/R25 coordinator, and other ITS staff as directed
<u>1%</u>	14	Review architectural and engineering drawings
<u>1%</u>	15	Promotes and supports College goals and initiatives

**CORE COMPETENCIES.** *Record the knowledge, skills and abilities necessary to perform the essential functions of this position. Provide descriptions of core competencies below (e.g. communication, customer service, decision-making, leadership, problem-solving, etc.). An incumbent or applicant must be able to demonstrate and results must be measurable.*

#### POSITION-SPECIFIC TECHNICAL EXPERIENCE/EXPERTISE

1. Extensive knowledge of trade power tools
2. Ability and willingness to stay current on relevant technology and to learn new programming languages, applications, and/or system platforms, as required
3. Proficient in desktop productivity tools (e.g Microsoft Office)
4. Design & Engineering knowledge in the technical aspects of Network Infrastructures
5. Experience with installation of low voltage cabling per local, state, federal codes.
6. Experience with fire stopping, insulating cable pathways.
7. Experience with integrating Network Infrastructures with existing life safety systems
8. Experience with UPS and electrical power distribution systems
9. Experience with various HVAC systems
10. Experience with troubleshooting applications and communications in a networked environment.

#### COMMUNICATION

1. Ensure that the Director and Infrastructure Support team are fully informed of the all activities pertaining to all projects, tasks, and incidents
2. Communicate with college personnel to analyze the feasibility of new requests or to investigate problems they are experiencing with current systems. This requires the ability to interact efficiently and effectively to recognize and/or anticipate client needs.
3. Effectively document meetings, discussions, decisions, and other project management artifacts
4. Communicate environment changes to appropriate campus population
5. Ensure that all infrastructure systems adhere to best practice standards
6. Communicate with vendors to provide solutions to problems
7. Advanced verbal and written communication skills

#### COLLABORATION

1. Work with functional areas to define scope and requirements documentation for projects
2. Assist other ITS teams with skill development and mentoring for team development
3. Solicits input from team members and leadership to improve the quality and efficiency of solutions
4. Lead technical discussions to identify, analyze, and define solutions
5. Provides representation in cross-campus discussions and committees
6. Work with contracted architects and engineers on new construction and renovations
7. Assist other college personal with task/project completion

#### BUDGET

1. Efficiently, effectively, and conservatively utilizes LCC resources at their disposal
2. Assists leadership in identifying expenses that will impact current and future fiscal-year budgets

#### TEAMWORK

1. Model and encourage others to work as a team
2. Fulfill commitments to others
3. Embrace and leverage diversity
4. Work cooperatively in a team-centered environment

#### PROJECT MANAGEMENT

1. Manage and coordinate tasks across multiple teams to ensure successful completion of the project
2. Perform project management duties, and ensure all related project management artifacts you are responsible for are up to date and consistently maintained, in accordance with team's policies and procedures
3. Perform the role of a project leader, as assigned, by Director or team leader
4. Manage workload and priorities to meet deadlines in a fast-paced environment

#### LEADERSHIP

1. Perform the role of interim team leader, as requested, during team leader's absence
2. Assist in creating a positive working and learning environment to maximize work effectiveness

3. Lead and/or facilitate discussions, in areas of expertise, to effective conclusion
4. Mentor others in skill development in areas of expertise
5. Lead meetings and groups discussions when necessary
6. Assume responsibility for assigned tasks without direct supervision
7. Serve as backup point of contact for Director, as requested

**PROBLEM RESOLUTION**

1. Analyze and define system specifications and requirements necessary to design and develop best-in-class computer modules, systems, and processes
2. Strong critical thinking skills in order to analyze problems and quickly provide cost-effective, practical solutions
3. Ability to independently prioritize, balance, and perform a variety of duties on a continuing basis
4. Ability to quickly learn new systems and processes
5. Must be able to react in a timely and rational fashion to crisis situations

**CUSTOMER SERVICE**

1. Strives to meet or exceed customer expectations
2. Responsive to customer requirements
3. Empathize with customer experiences

**STRATEGIC THINKING**

1. Identifies, supports, and implements opportunities for innovation
2. Creates and/or supports strategies to help the team serve customers more effectively
3. Ability to make defensible, strategic, and tactical decisions based on available information
4. Contributes to the development of team-level strategic plans in support of the College’s vision and mission
5. Proposes modifications to the business plans based on changing business conditions

**EDUCATIONAL/EXPERIENCE REQUIREMENTS:** *Identify the education and/or equivalent combination of education and experience, plus additional specific years of experience, certifications, licenses and/or special training required to perform the essential functions of this job.*

- An Associate’s Degree in Technology or equivalent experience and training in a computer/network-related field
- Electrician background is desirable (Journeyman Electrician level is preferred)
- Knowledge of cable standards and specifications a plus
- Knowledge of Cisco network hardware, applications, TCP/IP, Ethernet, TDM and IP Telephony is desirable
- Data center management experience
- PC Technician experience a plus
- Experience with and knowledge of electrical and data wiring
- Experience working with non-dept professionals ie; contractors/consultants/architects/vendors

**PHYSICAL AND MENTAL REQUIREMENTS:** *Complete the physical and mental demands on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Mobility around the LCC campus is a normal part of the position’s functions. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

**WORK ENVIRONMENT:** *Complete the work environment characteristics on the attached ADA Checklist that must be met to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions. **Go to the ADA Checklist.***

<b>Incumbent’s Name (if any).</b>		<b>Incumbent’s Signature*</b>	<b>Date</b>
<b>Supervisor’s Name</b>	<b><u>Joshua Thompson</u></b>	<b>Supervisor’s Signature*</b>	<b>Date</b>
<b>Dean/ELT’s Name</b>	<b><u>Kevin Bubb</u></b>	<b>Dean/ELT’s Signature</b>	<b>Date</b>
<i>Note: Signature means approval, otherwise return for signatures.</i>			
<b>Human Resources Rep.</b>		<b>HR Rep Signature</b>	<b>Date</b>
<i>Note: Position description to be reviewed annually, upon posting or transfer of person or position.</i>			

# Lansing Community College

# ADA Compliance Job Description Checklist

The immediate supervisor is responsible for completion of this form. Fill in more information as needed that apply to the essential job duties of the attached job description.

**Position #: FS9788**

**Date: 1/23/2018**

**Supervisor's Position #: FA9641**

## Materials Used:

### Standard Office Equipment:

- |                                                                                                            |                                                          |
|------------------------------------------------------------------------------------------------------------|----------------------------------------------------------|
| <input checked="" type="checkbox"/> Computer keyboard, mouse, screen (either desktop or laptop)            | <input checked="" type="checkbox"/> Paper and Pencil/pen |
| <input checked="" type="checkbox"/> Various software (spreadsheet, word-processing, web-base, other media) | <input checked="" type="checkbox"/> Projector and Screen |
| <input checked="" type="checkbox"/> Telephone, blackberry, fax                                             | <input type="checkbox"/> Copier, collator, reproduction  |

Others, please list: Fluke Network Tools

### Standard Trades Equipment:

- |                                    |                                                |                                   |
|------------------------------------|------------------------------------------------|-----------------------------------|
| <input type="checkbox"/> Carpentry | <input checked="" type="checkbox"/> Electrical | <input type="checkbox"/> Plumbing |
|------------------------------------|------------------------------------------------|-----------------------------------|

Others repair/maintenance tools, please list: Network cabling equipment

### Mental Functions:

- |                                                                                                         |                                                                                                 |
|---------------------------------------------------------------------------------------------------------|-------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Comparing (compare/contrast data, people, things)                   | <input checked="" type="checkbox"/> Copying (entering, posting, transcribing data)              |
| <input checked="" type="checkbox"/> Synthesizing (combine data, concepts, interpretations)              | <input checked="" type="checkbox"/> Analyzing (examine, test data, present alternative actions) |
| <input checked="" type="checkbox"/> Computing (math calculations or carrying out formula operations)    |                                                                                                 |
| <input checked="" type="checkbox"/> Compiling (gathering, classifying, evaluating data, people, things) |                                                                                                 |

### Auditory Functions:

- Talking (express ideas, thoughts, languages, conveying details, accurately, loudly, quickly)
- Hearing (receive details through oral communication, make fine differences in sound with other sound interference e.g. running machines, other people)

### Visionary Functions:

- Near acuity (at 20 inches or less when minute accuracy is essential)
- Far acuity (more than 20 inches when day and night/dark conditions are essential)
- Depth perception (3 dimensional vision, judge distances, space)
- Color vision (distinguish colors)
- Field of vision (up-down and right-left)

### Smell and Tasting Functions:

- Flavors & odors (distinguish similarities, differences, intensities, qualities using tongue & nose)

### Movement, Strength, Repetition Functions:

- |                                              |                                              |                                              |                                                                |                                               |
|----------------------------------------------|----------------------------------------------|----------------------------------------------|----------------------------------------------------------------|-----------------------------------------------|
| <input checked="" type="checkbox"/> Climbing | <input checked="" type="checkbox"/> Kneeling | <input checked="" type="checkbox"/> Reaching | <input checked="" type="checkbox"/> Balancing                  | <input checked="" type="checkbox"/> Crouching |
| <input checked="" type="checkbox"/> Grasping | <input checked="" type="checkbox"/> Stooping | <input checked="" type="checkbox"/> Crawling | <input checked="" type="checkbox"/> Picking/Typing/Keyboarding |                                               |
- Sedentary (exert up to 10 lbs of force to lift, carry, push, pull, move objects; sit most of the time)
  - Light (exert up to 20 lbs of force to lift, carry, push, pull, move object; walk/stand occasionally)
  - Medium (exert 21-50 lbs of force, walk/stand frequently)
  - Heavy (exert 51-100 lbs of force, walk/stand routinely)
  - Very Heavy (exert over 100 lbs of force, walk/stand routinely)

### Environmental Conditions:

- |                                                                |                                                                                                            |
|----------------------------------------------------------------|------------------------------------------------------------------------------------------------------------|
| <input checked="" type="checkbox"/> Weather (rain, snow, wind) | <input type="checkbox"/> Vibrations                                                                        |
| <input type="checkbox"/> Extreme cold (inside, outside)        | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens,                          |
| <input type="checkbox"/> Extreme heat (inside, outside)        | <input type="checkbox"/> Extreme noises                                                                    |
| <input type="checkbox"/> Confined/restricted spaces            | <input type="checkbox"/> Hazards (fumes, odors, dust, toxic chemicals, allergens, poor ventilation, shock) |