**EMPLOYEE NAME:** _____

Created:  5/07; Revised: 10/12; 8/15; 6/18

# JOB DESCRIPTION

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| **POSITION TITLE:**  Infrastructure Technician I | **JOB CODE:**  446L |
| **DIVISION:**  Strategy and Accountability | **SALARY SCHEDULE:**  Technology Services |
| **DEPARTMENT:**  Technology Services | **WORK DAYS:**  238 |
| **REPORTS TO:**  Fiber Team Lead | **PAY GRADE:**  Rank L (NT12) |
| **FLSA:**  Exempt | **PAY FREQUENCY:**  Monthly |
| **PRIMARY FUNCTION:**  Analyses, monitors, operates, installs, and maintains fiber optic and copper infrastructure systems and equipment in addition to troubleshooting any type of hardware or software problems to ensure that systems perform in a manner which best meets business needs and objectives; assists in the installation of infrastructure systems and equipment for new company facilities; performs network software installations and maintenance of network database for system maintenance and billing support; possesses knowledge of data scopes, patch panels, modems, and various analog and digital signaling systems.  Must demonstrate thorough knowledge of network architecture and operating procedures.  Must be able to read engineering drawings and terminate cables and grounding systems. ||

**REQUIREMENTS:**

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| 1. | Educational Level:  Associate degree or technical institute degree/certificate in Computer Science, Information Systems or other related field, or equivalent work experience |
| 2. | Certification/License Required:  None |
| 3. | Experience:  Basic understanding of the installation, testing, troubleshooting, and termination of fiber optic cable with MTRJ, ST, SC and LC connectors; basic understanding of telecommunications and multi-platforms environments including VOIP experience |
| 4. | Physical Activities:  Routine physical activities that are required to fulfill job responsibilities; ability to repetitively lift items weighing a maximum of 50 lbs. |
| 5. | Knowledge, Skills, & Abilities:  Written and oral communication; knowledge of technology |

*The Board of Education and the Superintendent may accept alternatives to some of the above requirements.*

**ESSENTIAL DUTIES:**

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| 1. | Demonstrates prompt and regular attendance. |
| 2. | Provides high quality infrastructure support services to CCSD personnel. |
| 3. | Performs installation of fiber optic and copper cabling. |
| 4. | Installs MDF head and equipment such as data rack, ladder rack and rack components. |
| 5. | Installs network edge components and applies connectivity to LAN. |
| 6. | Completes Adds, Moves, and Changes for infrastructure systems. |
| 7. | Resolves, in a timely fashion, infrastructure service requests that are entered into the Remedy Help Desk system. |
| 8. | Analyses, maintains, troubleshoots, and upgrades infrastructure systems. |
| 9. | Supports tasks to achieve project timelines and schedules. |
| 10. | Interfaces with Outsourced Service Providers to resolve issues as required. |
| 11. | Maintains and submits documentation related to configuration of supported products. |
| 12. | Provides facility coordination and logistics with assigned tasks. |
| 13. | Works cohesively with the Customer Care Center, Network Support and Field Services teams and with vendors on system upgrade and/or new installations and participates in knowledge transfer. |
| 14. | Performs other duties as assigned by appropriate administrator. |

Signature of Employee_____ Date _____

Signature of Supervisor _____ Date _____