



EMPLOYEE NAME: _____

Created: 2/07; Revised: 10/12; 7/15; 6/18;11/20; 6/21

JOB DESCRIPTION

POSITION TITLE: Infrastructure Technician II	JOB CODE: 446I
DIVISION: Technology Services	SALARY SCHEDULE: Technology Services
DEPARTMENT: Infrastructure Services	WORKDAYS: 238
REPORTS TO: Director, Infrastructure Services	PAY GRADE: Rank I (NT09)
FLSA: Exempt	PAY FREQUENCY: Monthly
<p>PRIMARY FUNCTION: Analyzes, monitors, operates, installs and maintains fiber optic, copper and A/V 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. Responsible for the installation, maintenance and repair of fiber optic infrastructure equipment; assist in the installation of infrastructure systems and equipment for new company facilities; perform network software installations and maintenance of network database for system maintenance and billing support. Possess knowledge of data scopes, patch panels, modems and various analog and digital signaling systems. Demonstrate thorough knowledge of network architecture and operating procedures; knowledge of line control techniques and communication access methodology is needed. Must be able to read engineering drawings and terminate cables and grounding systems.</p>	

REQUIREMENTS:

1.	Educational Level: Associate 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: Minimum five years in the installation of fiber optic cable, termination of fiber optic cable with MTRJ, ST, SC, and LC connectors; experience with Optical Power Meters, Optical Light Sources, VFL Laser, and OTDR for testing and troubleshooting fiber optic cable and connector terminations; basic understanding of telecommunications and multi-platform environments, including VOIP experience; experience in installing and terminating CAT 6 copper cabling
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, ability to solve network issues

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

ESSENTIAL DUTIES:

1.	Demonstrates prompt and regular attendance.
2.	Provides high quality infrastructure support services to CCSD personnel.
3.	Supervises CCSD technicians in the implementation of fiber optic and copper cabling.
4.	Performs terminations of fiber optic and copper cabling.
5.	Installs MDF head end equipment such as data rack, ladder rack, rack components and installs and configures network edge switches and applies connectivity to LAN.
6.	Responsible for Adds, Moves and Changes for infrastructure systems.
7.	Accountability for infrastructure service requests that are entered into the Remedy Help Desk software and resolved in a timely fashion.
8.	Analyses, maintains, configures, troubleshoots, and upgrades infrastructure systems.
9.	Supports and manages 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 support products.
12.	Provides facility coordination and logistics with assigned tasks and provides training and assistance to CCSD personnel as required.
13.	Works cohesively with the Customer Care Center, Network Support and Field Services teams; works with vendors on system upgrades and/or new installations and participates in knowledge transfer.
14.	Maintains technical expertise in, as well as providing recommendations for improvement planning.
15.	Repairs, maintains, and delivers District-owned audio-visual equipment and systems.
16.	Performs other duties as assigned by appropriate administrator.

Signature of Employee _____ Date _____

Signature of Supervisor _____ Date _____