

**JOB INFORMATION**

Effective Date	1/30/2023
Job Code:	4519
Job Title:	Infrastructure Technician I
Salary Grade/Structure:	004 - Computing
Career Level Name:	P1 - Entry Professional
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Information Technology
Job Family:	Networking & System Infrastructure
Job Summary	The Infrastructure Technician I works within and across teams/departments to install, commission, maintain, and administer the communications, infrastructure, and enterprise voice/data network. Works with contractors to deploy, commission and administer the communications VoIP enterprise voice network infrastructure for UHCL at an entry experience level. Performs moves, adds, and changes for all Infrastructure services and VoIP, including but not limited to call accounting databases, data line installation and demolition, and monthly billing. Troubleshooting all service tickets for supported systems. Provide evening and after-hour support for planned and unplanned maintenance events.

**COMPETENCIES**

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

**QUALIFICATIONS**

Education

Education Level	Education Details	Required/ Preferred	
High School Diploma or GED	High School diploma or equivalent required.	Required	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	Minimum one year of hands-on experience and best practices experience of campus Telecommunications, Cabling Infrastructure, Construction Projects and/or Data Center.	Required	
Less than 3 yrs	Three years of experience and additional working knowledge in Facilities, Safety, and/or Security systems.	Preferred	

## Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
	Any entry level Cisco, BICSI technician, or other industry related to infrastructure, collaboration platform certification. A certification must be obtained in 18 months of employment.	within 1-1/2 Yrs	Required	
	Mid-tier or above Cisco, BICSI or other industry related to infrastructure, collaboration platform certification. Ex. OSP, Data Center or RCDD or equivalent certification.	Upon Hire	Preferred	

## Knowledge, Skills and Abilities

KSAs	Proficiency
<ul style="list-style-type: none"> <li>Ability to interact professionally with a variety of individuals using excellent written and verbal communication skills.</li> </ul>	Proficient
<ul style="list-style-type: none"> <li>Demonstrate strong requirements gathering, analytical, and time management skills.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Knowledge of proper installation of inside and outside plant communications infrastructure and terminations for a variety of communications medium.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Facilitate resolution of campus communications copper and fiber optic infrastructure technical issues to develop appropriate solutions using practical knowledge and industry best practices. Considerable background in understanding the constraints and issues of large-scale production VoIP systems.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Support, configuration, telecom and infrastructure systems related campus VoIP, infrastructure redundancy design and implementation.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Troubleshoot complex copper and fiber optic technical issues, using cable analyzers, electrical meters, Optical Time Domain Reflectometer OTDR/TDR, spectrum analyzer, and associated software.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Strong problem solving, collaboration, and planning skills. Strong team player with ability to inspire a team to meet project plans and goals. Ability to work without supervision on daily tasks and projects.</li> </ul>	Skilled
<ul style="list-style-type: none"> <li>Ability to coordinate implementations with end-users from various areas.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Ability to work within a datacenter environment; requires the ability to tolerate periods of continuous standing.</li> </ul>	Basic
<ul style="list-style-type: none"> <li>Knowledge of VoIP systems, Session Initiated Protocol and Primary Rate Interface connectivity technologies.</li> </ul>	Basic

## JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

## Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> <li>Design, install, commission, maintain, and administer all the communications, infrastructure, and enterprise voice network architectures for the campus.</li> </ul>	25%
<ul style="list-style-type: none"> <li>Assists in maintenance of communications infrastructure components and construction documentation. Collaborate with departments and IT division on infrastructure designs, specifications, and contractor submittals to ensure compliance with University IT standards and expectations.</li> </ul>	20%
<ul style="list-style-type: none"> <li>Coordinate and maintain campus structured cabling systems of new and existing equipment in the Data Center and Telecommunications Rooms.</li> </ul>	15%

## Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> <li>Coordinate with the Director on the implementation of infrastructure standards and best practices; track completion of IT tasks and work orders for compliance with project schedules; review contractors project invoices in cooperation with the Director for accurate deliverables. Develop and disseminate project updates to stakeholders.</li> </ul>	10%
<ul style="list-style-type: none"> <li>Maintains, establishes, and develops new, close, and collaborative working relationships with stakeholders, customers, and vendors for all infrastructure areas.</li> </ul>	10%
<ul style="list-style-type: none"> <li>Assist with the installations or upgrades of campus voice endpoints, and work with other members of IT and/or the campus to provide telephony services.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Exercises some discretion and independent decision-making in IT necessary to ensure redundancy and resiliency of VoIP networks and/or structured cabling Infrastructure for the University.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Actively participate in projects and develop an understanding of projects impacting service area, while ensuring service impact is minimized and agreed with Change Advisory Board (CAB) procedures. Provide evening and after-hour support for planned and unplanned maintenance events.</li> </ul>	5%
<ul style="list-style-type: none"> <li>Other related duties as assigned.</li> </ul>	5%

## PRE-EMPLOYMENT

MVR:	No
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

## PHYSICAL DEMANDS/WORKING CONDITIONS

Office and Administrative Support

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing			X			
Walking			X			
Sitting					X	
Lifting			X			
Carrying			X			
Pushing			X			
Pulling			X			
Climbing		X				
Balancing			X			
Stooping			X			
Kneeling			X			
Crouching			X			
Crawling			X			
Reaching			X			
Handling			X			
Grasping			X			
Feeling		X				
Talking					X	
Hearing					X	

### Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

### Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold		X			
Extreme heat		X			
Humidity		X			
Wet		X			
Noise			X		
Hazards		X			
Temperature Change		X			
Atmospheric Conditions		X			
Vibration		X			

### Travel Requirements

Estimated Amount	Brief Description