

Infrastructure Technician II

Purpose Statement

The job of Infrastructure Technician II is done for the purpose/s of installing, securing, repairing and maintaining district wide LAN, WLAN and WAN transmission medium; door access controls and IP video surveillance; managing user access and maintaining related records; assisting in overseeing the datacenter and co-location facilities operations and environments; and providing technical support to district and site staff.

This job reports to the Lead Infrastructure Technician.

Essential Functions

- Assists with overseeing the operation of the data centers and building telecommunications rooms (e.g. monitoring temperature, power and battery backup systems, cabling plant, organizing materials, ensuring availability of materials, etc.) for the purpose of ensuring efficient operations.
- Coordinates with other department teams (e.g. network, systems, audio visual, technology support, etc.) for the purpose of ensuring effective communication and collaboration on all infrastructure team projects.
- Create and maintain records for the purpose of complete and accurate documentation of projects and designs.
- Design, install, and maintain district IP surveillance video camera systems (e.g. design, camera installation, camera maintenance etc.) for the purpose of ensuring district security and visibility.
- Effectively design, install, terminate, test and maintain cabling systems for data networks per national electric code (e.g. CAT6a, Single-Mode & Multi-Mode fiber optic, etc.) for the purpose of ensuring a continual, functioning network.
- Effectively design, install, terminate, test and maintain door access control systems for the purpose of ensuring secure building access to authorized users.
- Efficiently manage multiple project responsibilities simultaneously and prioritize work for the purpose of ensuring success for the entire department.
- Generate complete and timely resolutions to requests for the purpose of maintaining functionality throughout the district, while providing excellence in customer service to district staff and students.
- Participates in meetings, workshops and/or trainings for the purpose of conveying and/or gathering information required to perform job functions.
- Prepares written materials (e.g. procedures, system level documentation, reports, memos, letters, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Supports other department personnel teams (e.g. network, systems, audio visual, technology support, etc.) for the purpose of providing direction and/or solving technical problems.
- Researches trends, products, equipment, tests, etc. for the purpose of recommending procedures and/or purchases.

- Responds to inquiries from a variety of sources (e.g. staff, administrators, school site personnel, outside vendors and service providers, etc.) for the purpose of providing technical assistance and support.
- Troubleshoots malfunctions of infrastructure hardware and/or software applications within the District's local and wide area networks, video surveillance and physical access control systems (e.g. inside plant, outside plant, door access, IP cameras, etc.) for the purpose of resolving operational issues and restoring services.
- Utilizes appropriate project management tools, processes and procedures for the purpose of effectively supporting audio-visual projects.
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Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.
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Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill based competencies required to satisfactorily perform the functions of the job include: advanced troubleshooting, utilizing pertinent network, application, operating system monitoring and troubleshooting software; designing large-scale cabling installations; operating cable testing and certification tools; adhering to safety practices; planning and managing projects; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform algebra and/or geometry; read technical information, compose a variety of documents, and/or facilitate group discussions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: current, legacy and emerging operating systems; environments and network protocols; network transmission mediums; CAD; data center backup power; access control systems; video surveillance systems; HVAC; and concepts of grammar and punctuation.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a wide diversity of individuals; work with similar types of data; and utilize a variety of job-related equipment. Problem solving is required to analyze issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is moderate. Specific ability-based competencies required to satisfactorily perform the functions of the job include: setting priorities; establishing effective relationships; being attentive to detail; communicating with diverse groups; conveying technical information to non-technical audiences; and working nonstandard hours.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; operating within a defined budget. Utilization of resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling, some stooping, kneeling, crouching, climbing ladders and/or crawling and significant fine finger dexterity. Generally, the job requires 20% sitting, 20% walking, and 60% standing. The job is performed in a generally hazard free environment.

Experience Job related experience with increasing levels of responsibility is desired.

Education Community college and/or vocational school degree with study in job-related area.

Equivalency

Required Testing

Job-Related Skills Proficiency Test

Functional Capacity Assessment

Certificates

Driver's License & Evidence of Insurability

Continuing Educ./Training

Maintains Certificates and/or Licenses

Clearances

Criminal Justice Fingerprint/Background Clearance

FLSA Status: Non Exempt