

Job Description

Please check one of the following:

☐ New ☒ Update ☐ Advancement within same zone ☐ Promotion to Higher Zone
☐ Other

1. General Information

Date: 9/20/2021	Working Job Title: Network Technician	Position #: 10719
Employee Name: T.B.A.	Title Code: 49302305	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50010180
Name of Supervisor: Bret Korth	Job Family Zone: Associate	<input type="checkbox"/> O/S <input checked="" type="checkbox"/> M/P
Position # of Supervisor: 6162	Zone Code: IT10H	Funding Source: 9229100010
FOR HR USE ONLY:		
FLSA Overtime Exemption: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Exemption Type:	

2. Job Summary

Incumbent will be responsible for installation, maintenance, modification, and repair of voice and data communications equipment within communications rooms and data centers. Includes customer requests for moves, adds, and changes to services, troubleshooting and resolution of problems. Regular interaction with performance monitoring, design, billing, and management solutions. Input on design and recommendation of service enhancements. This position will uphold the ITS core principles of outstanding collaboration and communication, a drive to succeed, a passion for higher learning, and acting with integrity.

3. Duties and Responsibilities

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Install and maintain networking components within communications rooms. Including cable terminations, cross-connections, and testing. Responsible for racking, stacking, and connecting equipment, including cable management. Manage preventative maintenance inspections and maintain records.	25%	*
Responsible for adds, moves, and changes for voice and data services. Including the completion of work orders, activating data/voice services, and preparing user equipment (phones) for delivery.	20%	*
Troubleshoot and provide support for the university community in accessing and utilizing the network. Answer user questions and keep campuses informed regarding changes, incidents, problems, policies, and procedures related to the network.	20%	*
Develop and maintain wired network documentation, including user-level documentation.	10%	
Assist in the overall support for all network services, wired and wireless, across the university; including on-call support requirements.	10%	
Assists as necessary in maintaining campus-specific applications, systems, or services.	10%	
Other duties as assigned.	5%	
The above list of job duties is not exclusive, and the incumbent will be required to undertake such tasks as may reasonably be expected within the scope and classification of the position.		

<p>This Position: <input checked="" type="checkbox"/> REQUIRES ATTENDANCE AT THE WORKPLACE or <input type="checkbox"/> IS ELIGIBLE FOR ALTERNATIVE WORKSITE ARRANGEMENT (request forms required)</p> <p>And is considered: <input type="checkbox"/> ESSENTIAL (per inclement weather policy, essential employees are expected to report to and work at their assigned campus worksite) or <input checked="" type="checkbox"/> NON-ESSENTIAL</p>

4. Zone Definition Factors (Provide additional information not contained in the Duties & Responsibilities)

A. Knowledge, skills and abilities

Must have the skill and ability to solve computing hardware/software/networking problems. Must have demonstrated knowledge and experience with various computer architectures and their respective operating systems. Employee is on-call - - this responsibility may require the necessity to work outside of regular business hours. Knowledge of the overall UNL network for problem determination and resolution. Under the direction of and in partnership with the NU Security team, implement and maintain security strategies, policies, and standards to protect University assets. Responsible for actively researching and reviewing security practices to make recommendations based on institutional risk and operational impact. Possession and use of a personal cell phone and plan for business purposes, including on-call responsibilities, is a condition of employment.

B. Problem Solving / Decision Making

Regularly displays independent problem solving with complex computing/networking problems.

C. Interactions

Daily interaction with Faculty, Staff, Co-workers, Students and Vendors.

D. Nature of Supervision

Supervision Over: ☐ Reg Staff ☐ Temp Staff/Students ☒ No Supervision
Supervision Received: ☐ Close ☒ Moderate ☐ Limited/None

E. Impact

The incumbent must ensure that repairs are made in a timely fashion to eliminate unnecessary downtime of equipment/networks. Errors in judgment are not always immediately detectable and are time consuming and expensive to correct. These actions can harm Information Technology Services reputation for efficient service

5. Minimum Qualifications (indicate "required" and "preferred" for each qualification)

A. LEVEL OF EDUCATION:

Associate's Degree in IT related field; equivalency considered

B. YEARS & TYPE OF EXPERIENCE:

2 years working in a medium/large multi-site production networking environment; required

C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:

CCNA Routing and Switching cisco certification; preferred

D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:

Experience with the configuration, installation, maintenance and support of computer hardware and software; required
Experience with network operation systems; required
Must be mechanically adept; required
Must have excellent organizational skills and be a self-starter; required
Excellent communication skills, both oral and written; essential

6. Physical Requirements

1. GENERAL INFORMATION

A. Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

The network concentration centers are located in utility areas that can be dirty and uncomfortable to work in. Project deadlines may necessitate the need to work outside of normal business hours. Long hours of computer work may cause computer related ailments such as, eyestrain, neck/back pain, etc.

2. GENERAL PHYSICAL REQUIREMENTS

Indicate the appropriate response for an eight hour day:

	Fill in the appropriate number of hours (0-8) Maximum is 8	Indicate intermittent or constant:	
		Intermittent	Constant
Sit	4	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	3	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain:

3. THIS JOB REQUIRES:

	Occasionally (less than 2 hrs / day)	Between 2-4 hrs / day	Over 5 hrs / day
Squatting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. THIS JOB REQUIRED EMPLOYEE TO:

Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	C	P	PL	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

E. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Small Hand Tools			

F. PATIENT CARE AND RESEARCH JOB

Does this job entail:

Exposure to biohazard materials

No

☐

If Yes, Explain

Exposure to blood/bodily fluids

☐

Potential exposure to blood/bodily fluids

☐

Wearing hearing protection apparatus

☐

Working with laboratory animals

☐

Exposure to chemical hazards

☐

Wearing protective clothing

☐