

JOB INFORMATION

Effective Date	1/30/2023
Job Code:	4520
Job Title:	Infrastructure Technician II
Salary Grade/Structure:	005 - Computing
Career Level Name:	P2 - Intermediate Professional
FLSA Name:	Exempt
EEO Code:	10-Exec, Admin, Mgmt
Job Function:	Information Technology
Job Family:	Networking & System Infrastructure
Job Summary	The Infrastructure Technician II works within and across teams to install, commission, maintain, and administer the communications, infrastructure, and enterprise voice/data network architecture for the diverse mission UHCL at an immediate experience level. Performs move, adds, and changes for all VoIP and Infrastructure services, including but not limited to call accounting databases, data line installation and demolition, construction projects, 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	
Associate's Degree	Degree in Information Technology, Business, or related field.	Preferred	

Work Experience

Experience	Experience Details	Required/Preferred	
Some	Minimum three years of hands-on experience and working knowledge of best practices experience of campus Telecommunications, Cabling Infrastructure, Construction Projects and/or Data Center.	Required	
Considerable	Five years of experience and additional knowledge in AV, 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
• Ability to interact professionally with a variety of individuals using excellent written and verbal communication skills.	Proficient
• Demonstrate strong requirements gathering, analytical, and time management skills.	Skilled
• Knowledge of proper installation of inside and outside plant communications infrastructure and terminations for a variety of communications medium.	Skilled
• 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.	Skilled
• Support, configuration, telecom, network and infrastructure systems related campus architecture and Data Centers, infrastructure redundancy design and implementation.	Skilled
• Troubleshoot complex copper and fiber optic technical issues, using cable analyzers, electrical meters, Optical Time Domain Reflectometer OTDR/TDR, spectrum analyzer, and associated software.	Skilled
• 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.	Proficient
• Ability to coordinate implementations with end-users from various areas.	Skilled
• Ability to work within a data center environment; requires the ability to tolerate periods of continuous standing.	Skilled
• Knowledge of Session Initiated Protocol and Primary Rate Interface connectivity technologies.	Skilled

JOB RESPONSIBILITIES

Campus Security Authority

Remote Work Capable

Essential Functions

Essential Function	% TIME
• Design, install, commission, maintain, and administer all the communications, infrastructure, and enterprise voice network architectures for the campus.	25%
• 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.	20%
• Coordinate and maintain campus structured cabling systems of new and existing equipment in the Data Center and Telecommunications Rooms.	15%
• 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;	10%

Essential Functions

Essential Function	% TIME
review contractors project invoices in cooperation with the Director for accurate deliverables. Develop and disseminate project updates to stakeholders.	
<ul style="list-style-type: none"> Maintains, establishes, and develops new, close, and collaborative working relationships with stakeholders, customers, and vendors. 	10%
<ul style="list-style-type: none"> 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. 	5%
<ul style="list-style-type: none"> Exercises relatively high-level discretion and independent decision-making in IT necessary to ensure the growth of and increases the profitability of the University. 	5%
<ul style="list-style-type: none"> 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. 	5%
<ul style="list-style-type: none"> Other related duties as assigned. 	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	
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