

Support Position Description

Section I Position Information	Update Only <input checked="" type="checkbox"/> Classification Review <input type="checkbox"/>
Position Title	Networks Technician
Position #	999604, 999605
Department	IT Service Operations
Classification Level	Range 1
Reports to	Manager, ITS Infrastructure (999961)
Effective Date	May 1, 2017
Position Summary Briefly describe the main purpose(s) of the position	The Networks Technician is a member of the ITS Infrastructure team and is responsible for the administration and maintenance of data communications systems at Athabasca University. This includes services for the campus in Athabasca and all other Athabasca University sites. As an online University, the data communication systems are critical to the University's operations in providing education to students as well as to the administration. The position reports to the Manager, ITS Infrastructure and operates from Athabasca.

Duties and Responsibilities

Organize by key responsibility area and include % of time spent where possible

1) Data Network

Responsible for maintenance, troubleshooting and monitoring of local and wide area network systems and infrastructure. Maintenance and installation of switches, routers, remote access systems and other data networking equipment, and all transmission media. Liaison with service providers to ensure efficient trouble resolution and provision of services. Creation and maintenance of systems and infrastructure documentation and records according to establish standards and templates. Adhere to established processes and procedures.

The incumbent assists in telecommunications projects to develop, implement and expand the telecommunications systems and infrastructure.

2) Customer Service (Tier 2)

Customer support is a routine duty. This includes setting up network connections and cabling, as well as employee moves. The incumbent has to prioritize and perform repairs and/or service in a timely manner when problems and/or service requests are reported from system logs, the IT Help Desk and other sources to ensure customer satisfaction.

3) Telephone Systems Support

Backup for Telecommunications Technicians position. Troubleshooting and maintenance of PBX and voicemail hardware and software. This include telephone sets and cable infrastructure.

4) Data Centre Infrastructure

Under guidance of the Manager, ITS Infrastructure, the incumbent performs data centre infrastructure maintenance tasks. These include hardware configuration and physical installation of equipment. Coordinates electrical power installation and changes with the Facilities and Services department.

Occupational Health and Safety

Responsible for awareness of one's OHS related responsibilities as an AU employee and for participating in the AU OHS Program as required.

Classification Factors	
Context and Complexity	<p>The position understands data communication systems and operations. Computer Networking or Telecommunications experience is required. She/he should have the ability to interpret electronics-, and telecommunications schematics, drawings, service manuals and related information. An understanding of network protocols is required.</p> <p>The incumbent is expected to perform daily tasks in an independent fashion with minimal supervision. Participation and communication within the team is also a requirement.</p>
Work Problems	<p>The incumbent may face a variety of problems including failures of individual network ports to wide spread network outages.</p> <p>The ability to perform effectively under pressure in crisis situations, like major network or carrier systems failures and the ability to stay focused to ensure timely system recovery and repair is essential.</p> <p>Some of the work, e.g., cable installation and termination, are in difficult conditions such as ceilings, ducts, telecom wiring closets, etc.</p>
Authority	<p>The incumbent will collaborate in all aspects of data communications system maintenance. She/he will monitor all work done on the network by service providers, contractors and their personnel.</p>
Contacts and Communication	<p>This position will be required to communicate with all levels of Athabasca University staff, students, and vendors, and external stakeholders. Excellent communication and interpersonal skills are required whether the communication is verbal or written.</p> <p>As this position operates equipment that allows access to personal information, the highest level of confidentiality and trust are required.</p>

Signatures for Section I

Incumbent's Signature _____

Date _____

Section II Qualifications

Includes education, experience, skills, abilities and any other special qualifications required. The qualifications relate to the position not the incumbent

The Networks Technician requires a two year diploma in Computer Networking or Telecommunications, plus two years related experience. Equivalent combinations of education and experience may be considered.

Excellent analytical and troubleshooting skills are essential. The position requires meticulous attention to detail, conscientiousness, and a willingness to learn and work hard in a team environment. The ability to travel is required.

Must have skills:

- Takes initiative
- Team player
- Effective technical troubleshooting
- Strong oral and written communications
- Structured cabling systems including twisted pair copper and fibre optic

Would be an asset:

- Experience with Avaya networking equipment
- Experience maintaining data centre infrastructure
- various flavours of UNIX/Linux
- Knowledge of AU environment and policies
- ITIL Foundations or Service Operations certification

Responsible for awareness of one's OHS related responsibilities as an AU employee and for participating in the AU OHS Program as required.

Signatures for Sections I and II

Department Head Signature _____ Date _____

Executive Officer Signature _____ Date _____

Human Resources Review _____ Date _____