



## **INFRASTRUCTURE TECHNICAL SPECIALIST**

### **DEFINITION**

Under general supervision, performs technical tasks and facilitation related to the design review documents for the installation, configuration, troubleshooting, deployment, and monitoring of the District's physical and virtual multimedia and telecommunications infrastructure related to construction and renovation projects; coordinates activities with various outside agencies, contractors, and other District departments; and performs related work as required.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned supervisor. Exercises no supervision of District staff.

### **CLASS CHARACTERISTICS**

This classification verifies and reports on adherence to District and telecommunications standards related to the installation of voice and data networks related to the installation of audio-visual, telecommunications, and technology equipment room infrastructure related to facility improvements. Successful performance of the work requires experience in technology related to construction as well as skill in coordinating assigned work with that of other District departments and outside agencies.

### **EXAMPLES OF TYPICAL JOB FUNCTIONS (Illustrative Only)**

- Reviews plans and specifications for assigned projects and provides feedback on those plans and specifications that do not meet District standards and design specifications.
- Performs site-walks for inspection to verify adherence to the contracted design and specifications and reports on non-compliance.
- Reviews and comments on construction requests for information (RFIs), product submittals, change orders, questions.
- Plans and coordinates projects with District staff, vendors and outside contractors to accommodate district construction and renovation which requires addition or modification of telecommunications infrastructure; coordinates schedules and access to District technology space.
- Provides technical information and instruction regarding design and existing infrastructure; interprets and explains rules, regulations and procedures; answers contractor questions and facilitates the resolutions to concerns and issues.
- Coordinates response to maintenance and repair situations within the scope of District construction and renovation projects or existing telecommunications facilities.
- Recommends proposals for intra and inter-campus communication routing paths and infrastructure equipment additions or replacements including such activities as preparing surveys, reviewing vendor quotes and proposals, preparing scope specification designs for input to architectural designs as appropriate, and identifying situations where engineering resources are required.
- Provides rough order magnitude cost estimates for telecommunications related infrastructure.
- Participates in the commissioning of new and renovated facilities.
- Share knowledge with non-technical District employees and vendors.

- Performs other duties as assigned.

## **QUALIFICATIONS**

### **Knowledge of:**

- Structured telecommunications cabling design and installation standards outside plant pathways, building entrances, and horizontal cabling.
- Techniques and methods of Network Cable installation.
- Network and telecommunications principles, protocols, standards, features and related functions of multiple operating systems and devices.
- Basic physical and virtual network and server infrastructure including voice, data networking, multi-media sound systems, reader boards, and data centers.
- Principles and practices of project management applied to the planning, design, installation, and inspection of network and multimedia systems.
- Principles, practices, methods and techniques of underlying physical layer technologies such as cable and wireless.
- Techniques and methods of troubleshooting.
- Recent and on-going developments, current literature, and sources of information related to the operations of the assigned programs.
- Principles and procedures of record keeping.
- Modern office practices, methods, and computer equipment and applications related to the work.
- English usage, spelling, vocabulary, grammar, and punctuation.
- Techniques for providing a high level of customer service by effectively dealing with vendors and District staff.

### **Ability to:**

- Demonstrate understanding of, sensitivity to, and respect for the diverse academic, socio-economic, ethnic, religious, and cultural backgrounds, disability, and sexual orientation of community college students, faculty and staff.
- Learn the organization, operation, and functions of the department as necessary to assume assigned responsibilities and to determine appropriate point of escalation.
- Learn, interpret, apply, explain, and ensure compliance with federal, state, and local policies, procedures, laws, rules, and regulations.
- Read, interpret, and analyze blue prints and construction design drawings and specifications.
- Deal tactfully with the customers and staff in providing information, answering questions, and providing customer service.
- Operate modern office equipment including computer equipment and specialized software applications programs.
- Establish and maintain a variety of filing, record keeping, and tracking systems.
- Organize and prioritize a variety of tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
- Use English effectively to communicate in person, over the telephone, and in writing.
- Use tact, initiative, prudence, and independent judgment within general policy, procedural, and legal guidelines.
- Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

**Education and Experience:**

*Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:*

Equivalent to the completion of an associate degree supplemented by coursework and/or training in information systems, computer science, electronics, or related field and two (2) years of increasingly responsible experience in providing technical support in the construction projects.

**Licenses and Certifications:**

- Possession of, or ability to obtain, a valid California Driver's License by time of appointment.

**PHYSICAL DEMANDS**

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required and travel between all three District sites is required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Positions in this classification frequently bend, stoop, kneel, and reach to perform assigned duties, as well as pick up and move large design drawings. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 30 pounds with the use of proper equipment.

**ENVIRONMENTAL ELEMENTS**

Employees work in an office environment with moderate-level controlled temperature conditions. Employee is regularly required to be on construction sites under the general contractor knowledge and to follow the general direct safety guidelines including following instructions to avoid direct exposure to hazardous physical substances. Employee is to adhere to safety guidelines appropriate to construction zones, this includes but is not limited to safety shoes, hard hats, safety vest, safety glasses.

**Salary Grade:** C1-56

**FLSA:** Non-Exempt

**EEO Code:** H-

**Board Approved:** April 2021