

## INFORMATION TECHNOLOGY TECHNICIAN \*

### **Function of Job:**

Under minimal supervision of designated supervisor, install and maintain sophisticated network hardware and telecommunications equipment.

### **Characteristics, Duties and Responsibilities:**

1. Install, certify and maintain structured cabling, including but not limited to UTP, coax and fiber optic media, and personal computers, printers, and peripherals, using a variety of test equipment and hand tools
2. Configure, install and troubleshoot voice and network equipment including data, video and telephone lines using a variety of test equipment and hand tools.
3. Coordinate multiple ongoing cable and personal computer installations, develop project plan, resolve construction issues, direct technicians and be responsible for project completion within budget.
4. Provide accurate written estimates for voice, data and fiber optic cabling.
5. Work from work orders, circuit diagrams schematics, technical manuals and construction blueprints.
6. Consult with various departments to coordinate moves, adds, changes, upgrades and repairs.
7. Assist in peripheral and personal computer training of users on network and telephone systems.
8. Maintain warranty and registration information records as assigned.
9. Assist in daily operation of network system hardware.
10. Maintain records by transferring daily work order procedure to database.
11. Respond to emergencies.
12. Perform related duties as assigned.

### **Minimum Acceptable Qualifications:**

1. High school graduation and two years of specialized training or experience installing and maintaining LAN infrastructure and hardware or in repairing and servicing personal computers.
2. Knowledge of TIA/EIA cable distribution methods and practices and/or computer repair as required by department.
3. Work experience with computer operating systems.
4. Project management skills in the area of cable installations or multiple systems lab construction as required by department.
5. Organization and documentation skills as well as oral and written communication skills.
6. Working knowledge of blueprints, electrical schematics and circuit drawings.
7. Ability to observe, learn, and analyze new evolving technologies and complex network equipment.
8. Physical ability to work with heavy cable reels, climb ladders, and work in cellars, attics, manholes and off high reach bucket trucks, using a wide variety of hand and power tools.
9. Valid driver's license and ability to operate college/university owned vehicles.

### **Additional Desirable Qualifications:**

1. Additional related specialized training.
2. Experience working in a college/university environment.
3. Certified in personal computer repair and service.

12/22/00  
System Approval

1/8/01  
Effective Date

**This document is a generic classification specification of the University System of New Hampshire. Its purpose is to describe the representative responsibilities and general level of complexity, and it is not a substitute for the specific job description of the individual position.**