

GUILFORD COUNTY SCHOOLS JOB DESCRIPTION

JOB TITLE: COMMUNICATIONS CABLING TECHNICIAN II TECHNOLOGY SERVICES DEPARTMENT

GENERAL STATEMENT OF JOB

Under general supervision, performs specialized technical work in the installation, repair and maintenance of the data communications infrastructure for the Technology Services Department. Work involves using specialized testing devices, determining various types of malfunctions, repairing and installing structured cabling components for the local area network infrastructure. Work involves adherence to all related codes and regulations. Employee may perform work under supervision or independently at various school sites. Employee reports to the appropriate supervisor.

SPECIFIC DUTIES AND RESPONSIBILITIES

Operates a work-order tracking system (Help Desk) to receive and clear daily work requests. Evaluates and assigns work-orders to appropriate personnel. Verifies and inspects work-order completion.

Reviews infrastructure requests for school and central office sites, determines extent of needed service and exercises considerable judgment in completing the service or forwarding extensive requests to supervisor.

Uses BICSI specifications, EIA/TIA codes, and system defined standards to assist in the design of cabling systems.

Uses construction drawings, schematic diagrams, BICSI specifications, EIA/TIA codes and system-defined standards to move or install new communications infrastructure.

Measures, cuts, assemble and installs conduit, pathways or appropriate ceiling supports.

Pulls various types of cable according to pathways, installs related structured cable components and completes necessary termination.

Uses specialized testing devices and system-defined standards to test compliance requirements and documents results.

Uses specialized testing devices or other methods to determine connection problems and may apply corrective action to provide enhancement and/or correct problem; may make appropriate service calls or may refer complex problem to engineer.

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Oversees and ensures appropriate certifications with regards to various cabling manufacturers' warranty.

Ensures standard quality levels are met with respect to fire stoppage, construction regulations, EIA/TIA codes and BICSI structured cabling standards. Works with Fire Marshall and Inspector to ensure proper building safety.

Maintains inventory of supplies and tools to ensure adequate materials for jobs up to six months in advance. Prepares a list of estimated requirements of materials, tools and equipment including amount, quality and type needed and presents for approval.

May occasionally assist with the development of statement of works (SOWs) for school and central office infrastructure requests.

May occasionally monitor school and central office infrastructure requests to ensure proper installation of communication infrastructure and that timelines for installation are met.

Makes recommendations to supervisor regarding upgrades and replacement of communication infrastructure.

Lifts, carries and moves cable and equipment as required.

ADDITIONAL JOB FUNCTIONS

Performs other related work as required.

MINIMUM TRAINING AND EXPERIENCE

High school diploma supplemented by certifications in the installation, repair and maintenance of the data communications infrastructure field and 2 to 3 years of experience or any equivalent combination of training and experience which provides the required skills, knowledge, and abilities.

SPECIAL REQUIREMENT

Possession of a valid driver's license issued by the State of North Carolina. An employee assigned to this position is designated as Category "A." Category "A" employees are governed by Guilford County Schools Policy GA and Administrative Procedure GA-P, "Drug and Alcohol Free workplace," which spells out specific drug testing requirements, procedures and consequences of positive alcohol or drug tests or arrest for alleged violation of any alcohol or drug-related offense.

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MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS

Physical Requirements: Must be physically able to operate a variety of equipment and tools including diagnostic and testing equipment, hand tools and power tools. Must be able to exert up to 100 pounds of force occasionally, and/or up to 75 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Requires the ability to climb and maneuver on ladders, lifts and/or in tight places. Physical demand requirements are for moderately heavy work.

Data Conception: Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

Interpersonal Communication: Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

Language Ability: Requires the ability to read a variety of correspondences, technical manuals, trade journals, etc. Requires the ability to prepare reports, forms, system documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

Intelligence: Requires the ability to apply principles of logical or scientific thinking to define problems, collect data, establish facts, and draw valid conclusions; to interpret an extensive variety of technical instructions in mathematical or diagrammatic form; and to deal with several abstract and concrete variables.

Verbal Aptitude: Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

Numerical Aptitude: Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

Form/Spatial Aptitude: Requires the ability to inspect items for proper length, width and shape.

Motor Coordination: Requires the ability to coordinate hands and eyes rapidly and accurately in using computer equipment.

Manual Dexterity: Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

Color Discrimination: Requires the ability to differentiate between colors and shades of color.

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Interpersonal Temperament: Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

Physical Communication: Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

KNOWLEDGE, SKILLS AND ABILITIES

Considerable knowledge of cabling infrastructure and electronic components required for networking.

Considerable knowledge of fire stoppage regulations, EIA/TIA codes, BICSI standards.

Considerable knowledge of low voltage and fire codes and regulations.

Considerable knowledge of appropriate diagnostic tools and utilities.

General knowledge of hubs, routers, switches, modems and other communication hardware, capabilities and limitations, service requirements and associated costs.

Some knowledge of the school system's Long-Range Technology Plan, development methodology and development standards.

Ability to install structure cabling components that meet the needs of the system.

Ability to read construction drawings, schematic diagrams and system-defined infrastructure standards.

Ability to systematically determine the source of problems in the data infrastructure environment and to take appropriate action.

Ability to evaluate requests for changes and/or updates to the infrastructure.

Ability to maintain complete and accurate records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

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DISCLAIMER

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.