

University of Virginia Job Summary

Job Code:	Job Title:	Telecommunications Engineer II
UVA Survey Code:	UVA Survey Code Title:	
Pay Band:	Career Path:	Network and Communication Field Engineering
FLSA Status:	Management or Individual Contributor:	Individual Contributor

Position Summary: Describe below the primary purpose and function of this job.

Install and maintain data, voice and video telecommunication networks including edge network hardware, UPSs, redundant power and network monitoring applications; install firewalls and VPNs in building wiring facilities. Assist in the planning and installation of new network infrastructure for new locations or upgrades to building networks, working closely with core network engineers and analysts. Troubleshoot and resolve building network outages. Secure building network facilities and equipment.

Key Roles & Responsibilities: List up to 6 key roles and responsibilities of this job.

1. Review and analyze trouble reports generated by end users/customers or system generated alarms, error codes and trouble reports; work with end users, peers, vendors, and contractors to determine nature of reported trouble and appropriate courses of action for problem resolution; dispatch or schedule repair technicians as required; track, log and otherwise administer trouble reports to ensure proper deployment of technician resources and closure of trouble tickets/reports as well as provide MIS reporting information for all trouble reports received and acted upon; recommend and implement repair reporting procedures and processes to ensure repair response times are consistently met and resources are used in an efficient and effective manner.
2. Install, configure and maintain network hardware devices for University buildings and remote locations including network switches and UPSs. Install firewalls and VPN appliances in coordination with network engineers. Perform network monitoring/management for building network infrastructure. Perform network troubleshooting using tools and diagnostic skills (remote access, central monitors, sniffers). Perform routine administration tasks on the edge network devices.
3. Provide various telecommunications technical specifications to peers/managers as required; assist in developing improvements in edge network switch and power installation, configuration, monitoring and management.
4. Analyze the needs of the departments and recommend solutions. Consult with other engineers, technical support personnel, vendors, consultants or contractors to assist in customer needs analysis and determine best practice or solution.
5. Manage work orders and provide prompt technical resolutions.
6. Train junior level personnel.

Expertise: Describe the requirement for knowledge and expertise about the subject area as well as how various parts of the University work together to achieve objectives. Explain the degree of understanding required of the industry and university environment.

Incumbent is required to have a working knowledge of his/her discipline including all required certifications as well as an understanding of the business environment of a large university system. Incumbent must demonstrate a basic understanding of the University system, its policies, and its operating procedures. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent should have knowledge of electronics, power management, networking concepts, network architecture, protocols, and IP address allocation; CAD/CAM software; diagnostic tools; disaster recovery procedures and protocols and current technological developments/trends in area of expertise. Incumbent must have the ability to analyze operational requirements and assess telecommunications technology and capacity requirements; to implement, test, troubleshoot, and maintain building telecommunications hardware and configurations.

Problem Solving: Describe the nature and complexity of the problems this position encounters on a recurring basis. Include information regarding the level of innovation required, if any, and include mention of environmental factors that may add to the complexity of resolving issues.

Incumbent will address moderately complex problems and will use experience and judgment in selecting among authorized procedures. Incumbent seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise. Incumbent will assist more junior-level staff in solving routine problems if necessary.

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Nature & Area of Impact: To what degree does this job affect the University (i.e., through interactions with faculty or students, making decisions, defining or setting strategy, etc.)? What is the breadth of the impact that this job has, either positive or negative (i.e., affects own team, department, function, business unit, entire university, etc.)?

Impact is typically limited to the team/department for which the incumbent works. Daily work quality and decision-making can affect the productivity of students, faculty and/or staff. Impact of errors can be substantial and/or university-wide.

Interactions / Interpersonal Skills: Describe the nature and level of interactions this job has with others, both internally and externally. Explain any specific interpersonal skills necessary to successfully perform this role (i.e., negotiation skills, represents business at external events or to governmental bodies, etc.).

Interactions are typically with fellow team members, but the incumbent will also have interactions with assigned student, faculty, or staff clients. Incumbent may work with external vendors or service providers. Incumbent should possess good verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service. Incumbent may train or provide guidance to more junior staff members.

Distinguishing Characteristics

This is the intermediate level for the discipline. Incumbent possesses all requirements and skills for Level 1 and has achieved proficiency in the typical tasks assigned to Level 1.

- **Skills:** Distinguished from Level 1 skills in that the Level 2 incumbent has developed his/her technical skills and begins to apply them regularly.
- **Level of Work:** Distinguished from Level 1 work by additional variation in activities and the latitude to apply skills to solve routine problems without review. Assignments at Level 2 become longer-term and the incumbent will have some latitude to devise the approach and method to performing the assignment.
- **Supervision:** Distinguished from Level 1 by the types and duration of assignments. Level 2 incumbents are expected to perform routine, daily activities without supervisory intervention. Level 2 incumbents also receive longer-term assignments for which he/she will have immediate supervision. Also distinguished from Level 1 in that the incumbents serve as a resource to Level 1 incumbents on routine problems. Level 2 incumbents will often train Level 1 incumbents on work processes and policies.
- **Interactions:** Distinguished from Level 1 in that the Level 2 incumbent will begin working beyond his/her own team. The Level 2 incumbent will work with related teams and with client groups.
- **Focus:** Level 2 focus is distinguished from Level 1 in that the Level 2 incumbent also begins to work toward specific team goals.

Job Requirements And Qualifications: Indicate the minimum and preferred education and experience for this job and any licenses and certifications required.

Minimum Education: Associate's Degree in related discipline or the equivalent combination of education and experience

Preferred Education: Associate's Degree in related discipline.

Minimum Experience: 1-3 years

Preferred Experience: 3-5 years

Required Licenses/Certifications: