

University of Virginia Job Summary

Job Code:	Job Title:	Telecommunications Engineer IV
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.

Design and build wired and wireless networks. Evaluate, 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; manage technicians or contractors installing network cabling and network jacks. Plan and install new network infrastructure for new locations or upgrades to building networks, working closely with core network engineers and analysts. Troubleshoot most complex issues 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; develop, 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. Assist with design projects for wired and wireless building projects; acquire, 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 administration on the edge network devices.
3. Provide various telecommunications technical specifications to peers, vendors, or contractors as required; make recommendations on 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. Manage projects; may manage contractors. Train and provide work guidance to junior staff members.

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.

As a senior staff member, incumbent is required to have an advanced understanding of his/her discipline including all required certifications as well as an advanced understanding of the business environment of a large university system. Incumbent must demonstrate an in-depth understanding of the University system, its policies, and its operating procedures. Incumbent must have demonstrated project management skills and the ability to work within a matrixed environment if necessary. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent should have expertise in electronics, power management, networking concepts and architectures; network protocols, IP addressing allocation; CAD/CAM software; diagnostic tools; security procedures and protocols; current technological developments/trends in area of expertise; and relevant multi-user computer systems, applications, and/or equipment. 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. Incumbent should demonstrate strong project management skills.

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.

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Incumbent will address complex problems and will use experience and judgment in creating solutions. Incumbent seeks assistance when significant deviations are proposed, or when unprecedented problems arise. Incumbent develops approaches to problem-solving and anticipates/mitigates potential issues.

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 felt within the team/department for which the incumbent works and within multiple, coordinating departments. Work quality, decision-making and long-term project management can affect the productivity of students, faculty and/or staff. Impact of errors is substantial and usually university-wide though mostly short-lived.

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 with fellow team members and coordinating team members, but the incumbent will also have interactions with assigned student, faculty, or staff clients. Incumbent works with and may manage external vendors and service providers. Incumbent should possess superior verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service. Incumbent will train and provide guidance to more junior staff members and provide management with input into performance evaluations. Incumbent may provide guidance to management on critical technology issues. Incumbent is recognized as a technical authority within the University.

Distinguishing Characteristics

This is the senior or lead level for the discipline. Incumbent possesses all requirements and skills for Level 3 and has achieved proficiency in the typical tasks assigned to Level 3.

- **Skills:** Distinguished from Level 3 skills in that the Level 4 incumbent has fully developed and regularly applies his/her advanced technical skills.
- **Level of Work:** Distinguished from Level 3 work by highly complex and strategically significant activities. Assignments at Level 4 are usually long-term and the incumbent has significant latitude to devise the approach and method to performing the assignment.
- **Supervision:** Distinguished from Level 3 by the complexity and duration of assignments. Level 4 assignments are typically multi-faceted, may be cross-discipline and require significant coordination and planning by the incumbent. Level 4 incumbents regularly perform long-term and non-routine assignments with only general supervisory intervention. Also distinguished from Level 3 in that the incumbent serves as a resource to Level 1, 2 and 3 incumbents on complex problems. Level 4 incumbents will often train Level 1, 2 and 3 incumbents on work processes and policies and assist management with developing their technical skills. Level 4 has input into hiring decisions and staff performance assessments, but does not directly supervise.
- **Interactions:** Distinguished from Level 3 in that the Level 4 incumbent regularly works beyond his/her own team and often externally. The Level 4 incumbent regularly works with related teams, client groups, management and vendors and interactions may include influencing others.
- **Focus:** Distinguished from Level 3 in that the Level 4 incumbent regularly works toward specific team goals and client goals, and assists in establishing department processes and standards.

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.	Preferred Education: Bachelor's degree or the equivalent in Computer Science, MIS, Computer Engineering or related discipline.
Minimum Experience: 5-7 years	Preferred Experience: 7+ years

Required Licenses/Certifications: