### Position Description

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<th>Requisition Number:</th>
<th>03023554</th>
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<tr>
<td>Position Number:</td>
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<tr>
<td>Dept:</td>
<td>IET COMMUNICATIONS RESOURCES - 061420</td>
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<tr>
<td>Position:</td>
<td>FIELD REPAIR TECHNICIAN</td>
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<tr>
<td>Approved Payroll Title Code:</td>
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<td>Approved Payroll Title:</td>
<td>PRINCIPAL ELECTRONICS TECHNICIAN</td>
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<tr>
<td>Approved MSP Salary Grade:</td>
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<td>Approved PSS Salary Grade:</td>
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### POSITION DETAILS

#### Job Summary:
Under general supervision of the Network Supervisor, perform repairs, conduct remedial and preventative maintenance, and implement technical field changes to the campus telecommunications infrastructure and equipment in support of voice, data, video, and radio communications services. Specific duties include the design, implementation, troubleshooting, and repair of network cabling, electronics, and UPS systems; providing prompt and courteous customer service, fully documenting field changes and trouble reports; and coordinating with other CR units and personnel to support the operational goals and mission of the Communications Resources Department. Provide leadership in limited scope projects and subject matter expertise in major projects for the design, implementation and operational support of complex communications infrastructure and systems. Design technical solutions, operational support processes and maintenance procedures for assigned projects. Coordinate testing, data collection and field changes to telecommunications systems and infrastructure. Document projects. Escalate project issues as appropriate.

#### Campus Job Scope:
The mission of Information and Educational Technology (IET) is to create and support an information technology environment that enhances the ability of the UC Davis community to teach, do research and provide public service. In support of the University's mission, IET will deliver an infrastructure of technological services appropriate to the requirements of the campus community. Enterprise and Infrastructure Services (EIS), a department within IET, is responsible for the development and delivery of voice, data, radio and video services for a campus of 60,000 faculty, students, and staff.

#### Department Specific Job Scope:
The Network Operations Center (NOC), a unit within EIS, is responsible for the management, supervision, maintenance and repair of the voice data, video and radio components that compose the UCD campus network. The NOC exists to provide triage, configuration services, maintenance, trouble tracking and problem resolution with responsibilities for the day to day operations, repair and long range planning, design, engineering, and technical advancement of the campus communications infrastructure including Outside Plant, structured cabling and network equipment.

#### Positions Supervised:
NA

#### Essential Responsibilities:
40% TELECOMMUNICATIONS REPAIR, REMEDIAL MAINTENANCE, AND INSTALLATION
Repair, install, program and maintain complex telecommunications infrastructure
including data, voice, video, UPS power and radio systems. Monitor campus network problems/outages and respond with triage and problem resolution. Perform emergency repair and restore service to the campus data, voice, VoIP, video, wireless networking, UPS power and radio systems as required. Coordinate repair activities. Install, program and document switches, routers and wireless access points. Perform material, equipment and performance tests. Test lines and cables to insure readiness. Troubleshoot and repair wiring faults. Perform cross-connections to facilitate repairs for data and voice systems. Document problem resolution activities in trouble tracking systems. Install or replace inside wiring and associated terminations.

25% SUPPORT NETWORK OPERATIONS SPECIAL PROJECTS
Provide leadership in limited scope projects and subject matter expertise in major projects for the design, implementation and operational support of complex communications infrastructure and systems. Serve as the technical lead in assigned projects. Establish project timelines and track project milestones. Analyze data to develop or advise in the design and development of network systems and services. Design technical solutions, operational support processes and maintenance procedures for assigned projects. Coordinate testing, data collection and field changes to telecommunications systems and infrastructure. Document projects. Escalate project issues as appropriate.

20% EXECUTE PLANNED MAINTENANCE SCHEDULE
Responsible for preventative maintenance for data, voice, video, UPS power and radio systems. Coordinate campus outage notifications. Document completed preventive maintenance actions and notify personnel of hardware or connectivity changes made to the network. Perform site inspections for cleanliness, environmental parameters, safety and operational hazards. Perform routine inspection and testing of emergency phones. Perform corrective action or escalate to appropriate resource. Conduct routine maintenance and inspection of telecommunications rooms.

15% MISCELLANEOUS TECHNICAL SUPPORT
Responsible hand tools and specialized equipment. Escalate problems and assist with workflow scheduling. Conduct equipment and cabling surveys/audits. Complete recharge documentation. Use personal computer to document time sheets, service orders, repairs, etc. Prepare redline cable distribution drawings and floor plans due to installation or repair activities.

Physical Demands:
Must climb ladders, climb utility poles, enter manholes, pull boxes, vaults, crawl spaces, stoop and bend in confined areas.

Must be able to work outdoors for extended periods of time during inclement weather.

Valid CA driver's license required. Participate in the Department of Motor Vehicles (DMV) Pull Notice System.

Work overtime usually on short notice to meet operational needs.

Work Environment:
Work environment often includes work in dirty or potentially hazardous conditions.

Adherence to published safety policies and practices.

UC Davis is a smoke and tobacco free campus effective January 1, 2014. Smoking, the use of smokeless tobacco products, and the use of unregulated nicotine products (e-cigarettes) will be strictly prohibited on any UC Davis owned or leased property, indoors and outdoors, including parking lots and residential space.

Due to the mission-critical services provided by this department, this position may work hours other than Monday-Friday 8-5pm, especially in response to system problems. Work occasional evenings/nights, weekends and holidays; participate in formal on-call status for afterhours repair/response.
Adhere to workplace safety practices, read information communicated about workplace safety, complete required safety training on time, and report any workplace safety issues promptly to their supervisor or the designated safety coordinator.

Work in a noisy environment generated from construction equipment, ventilators, pumps, generators and vehicular traffic.

Work safely in a confined space that includes manholes and pull boxes.

Position may be required to work with or be in areas where hazardous materials and/or infectious diseases are present. This position is subject to Medical Surveillance procedures and review in accordance with Federal and State Laws and Regulations and University policy.

Position is required to maintain an Asbestos Operations and Maintenance (O&M) Class III Training Certification.

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<td><strong>Background Check:</strong></td>
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| **Minimum Qualifications:** | Experience with copper, coax and fiber optic cable, Local/Wide Area Network systems, and knowledge of their relative properties.  
Experience installing and troubleshooting network systems such as routers, switches, wireless access points, from major vendors such as Cisco and Foundry.  
Knowledge of telecommunications terminology and applications.  
Experience placing, splicing and testing cable systems, including copper, coax and fiber optics.  
Experience placing, pulling and terminating inside wire and fiber, in making terminal block connections, Building Distribution Frame and Intermediary Distribution Frame layout and design, and cable arrangements. |
| **Preferred Qualifications for Selection:** | Skills to activate line equipment and perform software changes and diagnostics in the SL-100 using the MAP workstation.  
Analytical skills to work independently, establish priorities and exercise good judgment.  
Knowledge of communication requirements of voice and data terminal equipment.  
Knowledge of analog, digital, and fiber optic transmission.  
Skills to perform emergency triage on voice network and escalate to vendors for assistance.  
Skills to perform diagnostics on Data Network Routers, Switches and hubs and diagnose hardware/software and configuration problems to the card level.  
Knowledge of PING, TELNET, FTP and router/switch command line interface.  
Skills performing electronic troubleshooting.  
Knowledge of communication services and network circuit design and complex network systems design.  
Knowledge of power protection systems (UPS) and electrical safety. |
Oral, and written communication skills and interpersonal skills, including tact, diplomacy and flexibility, to work effectively with management, faculty, vendors, staff and students.

Record keeping skills to document project status, service performed, complete recharge documents and maintain current floor plans and cable records.

Skill in reading, interpreting and explaining technical diagrams, specifications and cable records.

Knowledge of recharge procedures sufficient to effect accurate billing documentation.

Skill to train customers in the use of analog and VoIP telephone instruments and auxiliary equipment.

Skills to translate customer needs and problems into effective solutions to provide excellent customer service.

Organizational skills to prioritize workload and meet strict deadlines for individual work as a team lead for limited scope projects.

Experience with safety procedures, devices, and approved construction practices.

Expectations

Read and follow the UC Davis Principles of Community.

Work with a diverse group of people in such a manner as to build high morale and group commitments to goals and objectives. React quickly and rationally during emergency situations.

Convey a helpful and positive attitude to the public, campus departments and the various units within IET in support of the department's client service environment.

Work independently, establish priorities and to exercise good judgment to follow projects through to successful completion with high degree of quality.

Provide higher level technical assistance to technical workforce in the resolution of abnormal operating conditions.

Support departmental goal of providing positive, innovative and effective customer service through performance of job functions.

Provide informal training and mentoring to educate personnel in the use of products or services. Work cooperatively with others to achieve and maintain a strong client service environment.

Maintain up-to-date knowledge of voice and data technologies through literature, classes, exhibits, seminars, on-the-job training and other relevant training forums.

Be familiar with, and comply with, specific and detailed safety procedures and practices. Report and elevate any potential safety hazards or exposures.

Accountable for the safekeeping of resources in the employee's care and custody and for following and implementing the cyber-safety guidelines.

Establish priorities, organize tasks, and direct effective implementation of tasks in a demanding work environment.

Willingness to learn and apply new technology and willingness to develop skills to
promote professional growth. Willingness to routinely stay in communication with technical staff at other organizations to stay abreast of computing developments and resources available over the network.

Attend conferences, classes, and exhibits, involvement in professional groups and associations, subscriptions to and readership of professional literature, and other sources of learning will all be referenced in evaluating the incumbent's initiative in this area.

Independently follow projects through to successful completion with a high degree of quality.