



CITY OF OVELAND PARK - POSITION DESCRIPTION

TITLE:	IT Infrastructure Specialist	BAND/LEVEL:	PROF IV
DEPARTMENT:	Information Technology	JOB NO:	3215
DIVISION:	Information Technology	DATE:	12/1/2017
REPORTS TO:	Manager, Technical Operations	FLSA STATUS:	Non-Exempt
FT/PT/SEASONAL:	Full-time	COST CENTER:	123
REPLACES:	IT Infrastructure Specialist	LAST REVISED DATE:	01/11/2017

JOB SUMMARY STATEMENT: Provides planning, support and documentation for information systems infrastructure including, but not limited to fiber optic and copper cable plant and pathways. Provides recommendations and proposals for existing and future use of information systems infrastructure. Assists in development and implementation of standards for design and installation of information systems infrastructure. Aids in design and construction administration of information systems infrastructure. Answers Help Desk phone calls as required.

DUTIES AND RESPONSIBILITIES:

1. Supports the organization's information systems infrastructure including planning, installation, maintenance, monitoring and replacement/upgrade recommendations.
2. Keeps up-to-date on industry trends and new technology developments. Makes recommendations as appropriate.
3. Oversees contractor work for installation, maintenance and repairs as necessary. Reviews and approves test results.
4. Creates, maintains and enforces design and installation standards for information systems infrastructure. Ensures design and construction is compliant with relevant codes and standards. Recommends policies and standards to ensure efficient use of organizational resources and adherence to good industry and security practices.
5. Aids in development of project design documents and reviews contractor qualifications. Works with design team to review and approve project cut-sheets for information systems infrastructure. Assists in completion of project punch-lists.
6. Responds to emergency situations as needed for the purpose of resolving immediate concerns.
7. Provides troubleshooting support for service issues that may arise. Aids in the diagnosis and resolution of complex network and system connectivity issues.
8. Aids in the design of information systems infrastructure for the purpose of providing highly reliable and cost effective connectivity systems.
9. Provides support to network architect team in determining best practices for information system connectivity design.

10. Develops project plans, time and cost estimates, implementation schedules, and project time lines.
11. Reviews, evaluates and recommends disaster recovery strategies.
12. Utilizes fiber management software to create and maintain comprehensive documentation for all information systems infrastructure.
13. Evaluates vendor products as necessary.
14. Assist in preparation of proposals and solution presentations.
15. Participates in long and short range technology planning. Makes recommendations consistent with the organization's short- and long-term objectives.
16. Recommend and implement infrastructure labeling schema based on industry best practices and standards.
17. Attends classes, seminars, conferences, user groups and reviews professional literature to enhance knowledge of trends and developments related to local area network systems.
18. Supports technology at Council and Committee meetings as needed. Answers Help Desk phones calls and participates in on-call rotation as required.
19. Performs other duties as assigned.
20. The employee must work the days and hours necessary to perform all assigned responsibilities and tasks. Must be available (especially during regular business hours or shifts) to communicate with peers, subordinates, supervisors, customers, vendors and any other persons or organization with whom interaction is required to accomplish work and employer goals.
21. The employee must be punctual and timely in meeting all requirements of performance, including, but not limited to, attendance standards and work deadlines; beginning and ending assignments on time; and scheduled work breaks, where applicable.

GENERAL QUALIFICATIONS

EDUCATION & SPECIAL LICENSE(S)/CERTIFICATIONS:

- Bachelor's degree in information technology, engineering, construction or related field or an equivalent combination of formal education and work experience.
- Current RCDD (Registered Communications Distribution Designer) certification preferred.
- Must have a valid driver's license and maintain an insurable driving record.
- **To comply with Kansas Criminal Justice Information System security requirements, must be at least 18 years of age.**

EXPERIENCE:

- Seven to ten years experience in telecommunications industry as a designer or construction administrator of OSP fiber optic information systems (structured cabling systems for voice, data, video using fiber).
- Experience in at least three of the following:
 - Three years' experience using CAD or GIS software.
 - Five years' experience creating OSP fiber optic cabling and pathway systems construction specifications including materials, installation, termination, grounding and testing.
 - Three years' experience using test equipment and analyzers to aid in diagnosis and solution of problems encountered in a complex environment
 - Three years' experience in data and voice networking.

SKILLS:

- Working knowledge of outside plant fiber optic systems including materials, installation, troubleshooting and documentation.
- Knowledge of industry standards and codes (NEC, EIA/TIA-568A, 569, 606, 607).
- Ability to perform intermediate level tasks with Microsoft Office or Google Apps.
- Ability to document and evaluate current information systems infrastructure environment and use best practice methodologies to ensure highest level investment utilization.
- Strong organizational and time-management skills.
- Advanced written, verbal, reading and communication skills.
- Attention to detail.
- Ability to perform intermediate level mathematical calculations.
- Excellent interpersonal skills with ability to communicate effectively with others.

MENTAL REQUIREMENTS:

- Ability to work independently.
- Ability to prioritize work.
- Ability to analyze complex problems and recommend possible solutions.
- Alpha and numeric recognition.
- Abstract and logical reasoning.
- Decision making ability.
- Ability to adapt to a changing environment.

PHYSICAL REQUIREMENTS:

- Ability to reach, stand, crawl, bend, stoop, climb, push, and pull.
- Ability to make and receive phone calls.
- Ability to lift approx. 50 lbs. and transport 25 feet.
- Ability to push/pull up to 100 lbs.
- Ability to enter/work in confined spaces (maintenance holes).
- Ability to operate power and/or hand tools.
- Exposure to heights.
- Exposure to loud noises.
- Exposure to extreme temperatures.
- Hand and eye coordination adequate for data entry.
- Ability to operate a city vehicle.

SEE ESSENTIAL FUNCTIONS BELOW FOR ADDITIONAL PHYSICAL REQUIREMENTS

SUPERVISORY RESPONSIBILITY (Direct & Indirect):

- None.

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 assigned to this job.

ESSENTIAL FUNCTIONS

Standing	frequent	Working at job sites
Walking	frequent	Working at job sites
Sitting	occasional	Driving, data entry, working a job sites
Driving	occasional	
Bending	occasional	Working at job sites
Stooping	occasional	Working at job sites
Twisting	occasional	Working at job sites
Kneeling	occasional	Working at job sites
Squatting	occasional	Working at job sites
Crawling	occasional	working at job sites, confined spaces
Stairs	occasional	
Ladders	occasional	Working at job sites

LIFTING	WEIGHT	HEIGHT	FREQUENCY	DURATION	DESCRIPTION
Material, supplies	50 lbs	ground to waist	Occasional		
Tools	1-20 lbs.	ground to chest	Occasional		

CARRYING	WEIGHT	DISTANCE	FREQUENCY	DURATION	DESCRIPTION
Material, supplies	50 lbs.	25'	Occasional		
Tools	1-20 lbs.	25'	Occasional		

PUSHING	FORCE	FRQUNCY/DUR	DESCRIPTION
Man hole covers	50 lbs.	Occasional	Opening maintenance holes
Material supplies	50 lbs.	Occasional	Working in confined places

PULLING	FORCE	FRQUNCY/DUR	DESCRIPTION
Man hole covers	50 lbs.	Occasional	Opening maintenance holes
Material supplies	50 lbs.	Occasional	Working in confined places

REACHING	DURATION	DESCRIPTION
Operating power tools	Occasional	working on job tasks
Driving	Occasional	transportation to job sites
Working with supplies	Occasional	working on job tasks
Working in confined area	Occasional	working on job tasks

FINE MOTOR	DURATION	DESCRIPTION
Gripping	Frequent	Driving, operating hand tools, power tools, supplies, data entry
Pinching	Frequent	Operating tools, supply preparation
Wrist Flexion & Extension	Frequent	Operating tools, supply preparation, datal entry
Wrist Lateral Deviations	Frequent	Driving, operating hand tools, power tools, supplies, data entry
Pronation & Supination	Frequent	Driving, operating hand tools, power tools, supplies, data entry