



Communications Infrastructure Engineer (ITS) Job Description

JOB INFORMATION

Job Code:	165441
Job Title:	Communications Infrastructure Engineer (ITS)
FLSA Status:	Exempt
Supervisory:	
Job Family:	Network Operations
Job Family Group:	Information Technology
Management Level:	7 Individual Contributor

JOB SUMMARY

Plans, designs, documents, coordinates, and schedules the delivery of repairs for large, technology-based IT projects, and IT infrastructure for voice and data services. Supports both current and future network needs across the university. Assists in collaborating, coordinating, and consulting with university departments, vendors, internal ITS teams, technicians, and analysts to deliver communication technology. Demonstrates ITS values in action.

JOB QUALIFICATIONS:

Education

Req	Pref	Degree	Field of Study
X		Bachelor's degree	
	X	Bachelor's degree	

Additional Education

Check here if experience may substitute for some of the above education.

Combined experience/education as substitute for minimum education

Work Experience

Req	Pref	Work Experience	Experience Level
X		3 years	
	X	5 years	

Additional Work Experience

Check here if education may substitute for some of the above work experience.

Combined experience/education as substitute for minimum work experience

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Firm understanding of voice and data network systems.
X		Proven experience with large-scale network implementations and upgrades, and ability to deliver reliable and quality network service.

Knowledge, Skills and Abilities

Req	Pref	Functional Skills
X		Knowledge of telecommunication industry (ANSI/ITA/EIA) and BICSI standards, and compliance needs for state and local NEC and NFPA codes and standards.
X		Experience designing outside plant conduits and cable infrastructure systems, and installation and maintenance of conduits, fiber optic- and copper cables. Experience writing infrastructure specifications, scope of work documentation, requests for projects proposals, and creating network equipment diagrams.
X		Experience creating and editing telecommunication drawings, designing the layout of horizontal cable pathways, telecom rooms, and backbone infrastructure, and designing and deploying large enterprise cabling infrastructure.
X		Experience with Word, Excel, Visio, MS project, E-builder Copper/Fiber and other relevant software and network testing tools.
X		Experience reading and reviewing network construction drawings, and providing estimates and financial projections on infrastructure cabling system budgets and pricing.
	X	Experience in IT, infrastructure engineering, communication infrastructure, higher education, or related fields.
	X	Experience working with Bluebeam and/or AutoCAD software, and designing for an urban or campus environment.

Other Job Factors

JOB ACCOUNTABILITIES

	% Time	Essential	Marginal	N/A
Plans, designs, documents, coordinates, and schedules the delivery of repairs for large, technology-based IT projects, and IT infrastructure for voice and data services throughout the university. Identifies complex technical problems, resolves issues, and develops status and performance reports. Works closely with data and voice engineers to facilitate system maintenance and administration, releases, upgrades, and other environmental changes in the environment, and minimize service disruptions.				
Collaborates, coordinates, and consults with university departments, vendors, internal ITS teams, technicians, and analysts to plan and deliver communication technologies, supporting both current and future network needs. Ensures campus facilities are equipped to deliver reliable network service and can accommodate network assets by conducting planning and feasibility studies. Provides consulting and technical support in incident, problem, and change management processes for all network-related issues.				
Develops plans with architects, electrical engineers, and construction project managers, engineering communications infrastructure and supporting the engineering of underground infrastructure. Surveys current outside-plant infrastructure to identify project requirements. Maintains currency with industry technology, standards, and best practices, aligning with organization standards and ensuring compliance with BICSI, NEC, OSHPOD, and local and state codes.				
Creates positive outcomes to facilitate innovation and continuous improvement, leveraging the latest industry standards to make sound decisions. Builds and maintains collaborative relationships with internal/external stakeholders from diverse backgrounds and industries. Monitors and documents regular/repetitive customer complaints, and identifies pain points so as to reduce issue frequency.				
Supports the network engineering team's vision through change management, process improvement, and transition efforts. Aids the cultivation of an inclusive environment and a culture of trust and transparency, sharing information broadly, openly, and deliberately. Actively embodies ITS values and behaviors (e.g., accountability, ethics, best-in-class customer service).				

Other Requirements

Essential:	Emergency Response/Recovery	Essential:	Mandated Reporter
	In the event of an emergency, the employee holding this position is required to "report to duty" in accordance with the university's Emergency Operations Plan and/or the		A mandated reporter who in his or her professional capacity has knowledge of, or reasonably suspects a person who is under the age of 18 years, elderly, or a dependent adult has been the victim of abuse

Other Requirements

<i>Essential:</i>	<i>Emergency Response/Recovery</i>	<i>Essential:</i>	<i>Mandated Reporter</i>
	employee’s department’s emergency response and/or recovery plans. Familiarity with those plans and regular training to implement those plans is required. During or immediately following an emergency, the employee will be notified to assist in the emergency response efforts, and mobilize other staff members if needed.		or neglect must report the suspected incident. The reporter must contact a designated agency immediately or as soon as practically possible by telephone or in writing within 36 hours. By virtue of the associated job duties, this position qualifies as a mandated reporter as required by state law and USC’s policy at: https://policy.usc.edu/mandated-reporters/

<i>Campus Security Authority (CSA)</i>	<i>Essential:</i>
By virtue of the associated job duties, this position qualifies as a Campus Security Authority as required by law and USC’s policy at: https://dps.usc.edu/alerts/clery/	No

ACKNOWLEDGMENTS

The above statements reflect the essential and non-essential functions as necessary to describe the principle contents of the job. They are not intended to be a complete statement of all work requirements or duties that may be required of the position. I understand that I may be asked to perform other duties as assigned. USC reserves the right to add or change duties at any time.

The University of Southern California is an Equal Opportunity Employer. USC prohibits discrimination on any basis protected under federal, state, or local law, regulation, or ordinance or university policies. All employment decisions are based on individual qualifications and business need.

I acknowledge receipt of this job description and its associated physical requirements. I have read and understand the job description and job requirements and agree to abide by their contents. I realize that duties may be requested of me that are not specifically stated herein. I understand that I will be expected to adjust to potential fluctuations in work volume. I understand that, if I have any questions about the essential functions or expectations of my position, my supervisor and/or HR partner are available to discuss them with me.

Print Employee Name	Signature	Date
Print Manager Name	Signature	Date

This job description describes the general nature and level of work required by the position. It is not intended to be an all-inclusive list of qualifications, skills, duties, responsibilities or working conditions of the job. The job description is subject to change with or without notice, and Management reserves the right to add, modify or remove any qualification or duty. Nothing in this job description changes the existing at-will employment relationship between the university and the employee occupying the position.