

Operations - Network Operations Center					
Job Family	Grade 11	Grade 12	Grade 13	Grade 14 - Individual Contributor	Grade 14 - Management Track
Network Operations	Associate Network Operations Technician	Network Operations Technician	Sr. Network Operations Technician	Lead Network Operations Technician	Manager, NOC
Purpose:	Assists in supporting the installation, maintenance, and operation of the network infrastructure.	Installs, maintains, and operates the network infrastructure.	Support of the installation, maintenance, and operation of the network infrastructure.	Leads/supervises day to day activities in support of the installation, maintenance, and operation of the network infrastructure.	Oversees the installation, maintenance, and operation of the network infrastructure.
Relation to Supervision:	Works under moderate direction.	Works under minimal direction.	Works under minimal direction and often without supervision.	Works independently while leading and coordinating all levels of activities including project lifecycle and day to day operations.	Manages staff and relevant teams while also leading and coordinating all levels of activities including project lifecycle and day to day operations including staff management.
Network Operations:	Assists with the implementation of moderate scope projects.	Responsible for supporting implementation of moderate scope projects or major initiatives.	Consults on development and delivery of a major component or entire project deliverable. Responsible for post-installation testing and resolution of problems.	Leads and/or oversees the deployment and delivery of all projects and products, including inventory tracking, equipment configuration, installation of complex networks, and post-installation testing.	Oversees the deployment and delivery of all projects and products, including inventory tracking, equipment configuration, installation of complex networks, and post-installation testing.
Relationship Management:	Works closely with CUIT colleagues on all tasks in the network infrastructure and maintenance life cycle. Participates constructively in team environment.	Works closely with CUIT colleagues on all tasks in the network infrastructure and maintenance life cycle. May be responsible for directing and monitoring the work of team members and or project teams.	Work with all levels of organization on problem management and resolution. Provides assistance to less senior developers. Gives guidance to other team members. May oversee team members performing specific tasks.	Leads specific infrastructure, systems and administration initiatives. Provides expert level assistance to less senior system engineers; functions as a technical consultant.	Leader of team. Sets team goals, coaches and counsels staff to accomplish goals. May have performance management responsibility for team. Liases with relevant faculty and administrators on various projects/initiatives and ongoing operations of systems.
Education & Experience:	Bachelors degree and/or its equivalent required. Minimum 2-4 years related experience. Familiarity with industry standards and practices.	Bachelors degree and/or its equivalent required. Minimum 3-5 years related experience. Solid network/systems knowledge and understanding of industry standards and practices.	Bachelors degree and/or its equivalent required. Minimum 4-6 years related experience. Strong networking knowledge and experience with multiple technical specialties.	Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level networking knowledge and experience with a specific technical specialty.	Bachelors degree and/or its equivalent required. Minimum 5-7 years related experience. Expert level experience with a broad range of technical specialties. Prior supervisory experience strongly preferred.
Soft skills:	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and strong communication.	Demonstrates a variety of competencies including teamwork/collaboration, analytical thinking, and communication.	Demonstrates proficiency in a variety of competencies including teamwork/collaboration, analytical thinking, communication and influencing skills.	Demonstrates excellence in a variety of competencies including teamwork/collaboration, analytical thinking, communication, influencing skills, and proven ability to act as a change agent.	Demonstrates excellence in a variety of competencies including ability to manage a team, teamwork/collaboration with technical and functional clients/peers, analytical thinking, communication and influencing skills. Proven ability to act as a change agent.
Technical Skills:	Basic skills in some/all of the following technologies: Cisco IOS and CatOS; EIGRP, OSPF, BGP, and SIP; and wireless network design.	Proficiency in some/all of the following technologies: Cisco IOS and CatOS; EIGRP, OSPF, BGP, and SIP; and wireless network design.	Strong proficiency in some/all of the following technologies: Cisco IOS and CatOS; EIGRP, OSPF, BGP, and SIP; and wireless network design.	Expert level skills in some/all of the following technologies: Cisco IOS and CatOS; EIGRP, OSPF, BGP, and SIP; and wireless network design.	Strong Proficiency in some/all of the following technologies: Cisco IOS and CatOS; EIGRP, OSPF, BGP, and SIP; and wireless network design.