

CLASSIFICATION SPECIFICATION

Telecommunications Specialist I

FT/PT Class Code: 5108, 5608 Pay Grade: B/C 13 FLSA: Non-Exempt Rev. 07/01/15

SUMMARY STATEMENT: An incumbent is responsible for assisting in configuring, installing, programming, testing, troubleshooting, repairing, and monitoring the operation of a campus telephone and voice mail system including peripheral devices, wiring and cabling to ensure connectivity and functionality.

NATURE AND SCOPE:

An incumbent typically reports to an administrative or technical supervisor and may be on call after duty hours. Duties include monitoring, operation, installation, and maintenance involved in the administration of a telecommunications system, end user assistance through help desk customer services, and technical systems maintenance through diagnostics and repair. Principal contacts are with administration, faculty, staff, students, and vendors.

PRINCIPAL ACCOUNTABILITIES:

An incumbent may perform any combination of the below listed accountabilities:

1. Configures, installs, programs, tests, troubleshoots, repairs and monitors the operation of a campus telephone and voice mail system, including peripheral devices, wiring and cabling to ensure connectivity and functionality. Ensures backup procedures for these systems are operational and complete.
2. Configures, maintains, troubleshoots, and repairs fiber optic cabling work stations, telephone instruments, cabling, digital lines for multi-line phones and peripheral equipment. Splices, tests, and verifies circuit quality within applicable standards using approved methods and safe work practices. Contacts vendors for major problems and when the equipment is under warranty or service contract.
3. Provides weekly reports tracking possible toll fraud calls, possible telephone abuse, and trunk line load balancing for possible enhancements to the system.
4. Maintains and supports the computer base operator console and provides training in operation and backup procedures as necessary.
5. Performs help desk duties and provides support and assistance in resolving problems in areas such as: telephone, voice mail, PBX maintenance, computers, fax machines, etc.
6. Maintains an inventory database and provides detailed report for all telephony equipment for the campus.
7. Responsible for all client data and telecommunications setups for campus divisions (e.g. Corporate and Community Programs) as assigned.
8. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of state-of-the-art trends in technology.
- ◇ Knowledge of network server software theory, components, and configuration.
- ◇ Knowledge of the theory, components, and configuration of voice and digital data telecommunication systems and/or personal computers, servers, printers, modems, and tape backup units.
- ◇ Knowledge of computer systems and software packages used in audio and visual transmission.
- ◇ Knowledge of PC operating systems, including software, hardware, and their configurations.
- ◇ Knowledge of the Internet, e.g., World Wide Web, email, instant messaging, VoIP and associated protocols and standards.
- ◇ Knowledge of federal and State laws applicable to cabling, transmissions, and telephone systems.
- ◇ Knowledge of the methods and procedures used to safeguard network security and to detect security violations.
- ◇ Knowledge of the techniques, practices, and methods of monitoring networks for response time and for traffic analysis.
- ◇ Knowledge of video engineering, broadcast engineering, and satellite transmission.
- ◇ Knowledge of the methods and procedures of inventory control.
- ◇ Knowledge of purchasing methods and procedures.
- ◇ Skill in the use of hand tools.
- ◇ Ability to read and comprehend schematics and technical manuals.
- ◇ Ability to diagnose hardware, software, network, and/or telecommunications problems and take appropriate actions to correct the problems.
- ◇ Ability to establish and maintain effective relationships with co-workers and vendors.
- ◇ Ability to write clear, concise, and informative reports.

MINIMUM QUALIFICATIONS:

- ◇ High school diploma or equivalent.
- ◇ Minimum of two (2) years of experience installing, maintaining, testing and repairing telecommunications systems
- ◇ Minimum of two (2) years of experience installing, testing and repairing network (CAT5e or higher) and telecommunications cabling and connectors.