

CLASSIFICATION SPECIFICATION

Telecommunications Specialist II

FT/PT Class Code: 5109, 5609 Pay Grade: B/C 15 FLSA: Exempt Rev. 04/25/14

SUMMARY STATEMENT: An incumbent is responsible for configuring, installing, programming, testing, troubleshooting, repairing, and monitoring the operation of a campus PBX telecommunications 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. Designs, configures, installs, programs, tests, troubleshoots, repairs and monitors the operation of a campus PBX telecommunications and voice mail system, including peripheral devices, wiring and cabling to ensure connectivity and functionality.
2. Configures, maintains and troubleshoots telecommunications instruments, cabling, digital and analog 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. Administers security protocols by issuing telecommunication system passwords, analyzing voice/data traffic records and call accounting reports. Assists campus public safety and local, state, and federal law enforcement by complying with court orders relating to phone usage and phone threats.
4. Performs the help desk function and provides instruction to faculty and staff in the procedures, methods, and use of telecommunications resources.
5. Recommends campus purchase of telecommunications devices, instruments, and related peripheral equipment. Maintains inventory and repair records.
6. Writes bid specifications, ensures bids meet specifications and recommends the successful bidder as assigned. Oversees delivery and installation. Monitors warranty and/or service contracts.

PRINCIPAL ACCOUNTABILITIES, cont'd:

7. Serves as departmental representative on campus committees to provide input regarding network, communications, outlets, etc. as assigned.
8. Hires, trains, evaluates, and supervises employees as assigned.
9. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of state-of-the-art trends in telecommunications technology.
- ◇ Knowledge of the theory, components, and configuration of voice and digital PBX telecommunication systems and related equipment.
- ◇ 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 and telephone systems.
- ◇ Knowledge of the methods and procedures used to safeguard PBX telecommunications systems security and to detect security violations.
- ◇ 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 three (3) years of PBX telecommunication system administration experience.
- ◇ Minimum of one (1) year of experience planning, designing, installing and troubleshooting telecommunications/data networks.