

CLASSIFICATION SPECIFICATION

Telecommunications Technician

FT/PT Class Code: 5084, 5584 Pay Grade: B/C 11 FLSA: Non-Exempt Rev. 07/01/15

SUMMARY STATEMENT: An incumbent is responsible for providing full service backup to the Telecommunications Manager and other Technical Services Department managers for installing and troubleshooting premise cabling and equipment for voice, data, audio, and video.

NATURE AND SCOPE:

An incumbent in this class is responsible for the monitoring, operation, and maintenance involved in the administration of a local area network and telecommunications (data/voice/video/image) systems, end user assistance through help desk customer services, and technical systems maintenance through diagnostics and repair.

PRINCIPAL ACCOUNTABILITIES:

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

1. Provides technical support and troubleshooting for voice mail systems and telephone instruments. Installs new telephone instruments as needed.
2. Provides help desk support for administration, faculty, and staff for all forms of electronic communications such as: telephone instruments, voice mail systems, fax equipment, etc.
3. Installs, tests, configures, troubleshoots, and/or repairs data/voice/video/imaging communication systems and associated wiring, peripheral devices and end devices, e.g., printers, interface cards, etc. and infrastructure components, e.g., switches/hubs, servers, modems, etc.
4. Performs other related duties as required.

KNOWLEDGE, SKILLS, AND ABILITIES:

- ◇ Knowledge of the methods and techniques for installing, testing, and configuring networks as well as the associated wiring, network dependent devices and infrastructure components.
- ◇ Knowledge of the methods and techniques for troubleshooting, diagnosing and resolving network problems
- ◇ Knowledge of networks, telecommunications and applications including understanding the peripherals involved with hardware environments and operating systems.
- ◇ Knowledge of the methods and techniques for troubleshooting, diagnosing and resolving network problems.
- ◇ Knowledge of basic telephone theory, both analog and digital.
- ◇ Knowledge of word processing, spreadsheet, and database management software.
- ◇ Ability to handle multiple priorities.
- ◇ Ability to effectively communicate and to ensure confidentiality.

MINIMUM QUALIFICATIONS:

- ◇ High school diploma or GED.
- ◇ Two (2) years of experience installing, testing, and configuring computer data networks including associated wiring, network dependent devices and infrastructure components.