University of Houston – Clear Lake
Position Description

Job Title: **Telecommunications Specialist**

Job Code: **3933**   Pay Grade: **002**   FSLA: **EX**

Location: **UHCL**   Retirement Program: **TRS**

QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Associates degree in Telecommunications, Information Systems or Computer Science or related field.	Bachelor's degree in Telecommunications, Information Systems or Computer Science or related field.
Experience	Three years work experience or equivalent combination of education and experience working with the telecommunications function for a comprehensive organization operating Siemens phone switch and PhoneMail.	Two years work experience or equivalent combination of education and experience working with the telecommunications function for a comprehensive organization operating Siemens phone switch and PhoneMail.
License/Certification		Certifications from Siemens, in maintaining of a Siemens 9000 or higher series phone switch and Siemens PhoneMail.

This position may be security sensitive requiring a background check of the final candidate.

POSITION SUMMARY

This position reports directly to the Supervisor of Telecommunications and will help manage all voice communications and data communications that flow through the telephone switch and PhoneMail. Work flexilble hours when needed to ensure problems are resolved or when implementation of new equipment, upgrades or moves take place. This position will be responsible for supporting the telephone equipment at University of Houston Clear Lake sites. Have a working knowledge or understanding of IP Telephony and networks.

Duties and responsibilities	% Time
Perform Moves Adds and Change work requests as assigned by the Telecom Supervisor and provide all supporting documents. Assist in the design of customers phones to ensure they receive maximum benefit of their phone. Maintain current and provide new documentation and procedures for tasks performed by the Telecommunications staff. Provide coverage of the attendant console when needed. Take actions needed to resolve any emergency communications problems a client may have. Create and maintain the Call Processing Boxes. Create and maintain the Automatic Call Distribution Services (ACD). Provide monthly reports to different departments concerning the utilization of their call processing and automatic call distribution.	65
Implement assigned changes and make recommendations to the operation and configuration of the Siemens CBX. Maintain Telident 911 on-campus and 911 databases. Maintain a working knowledge of the panic buttons located throughout campus. Work closely with the Police Department to ensure all necessary repairs are made to non-working panic buttons. Maintain fax server database to ensure proper routing of faxes to email software. Work with the Telecom Supervisor to ensure that a working inventory of equipment and cable plant needs are maintained in order to complete work requests in a timely manner. Pull and terminate cables to provide new phone service or to move stations as needed. Work with university community to develop the correct design, equipment configuration and implementation for effective and efficient voice communications.	20

Provide the necessary paperwork to ensure that the monthly process of the University phone bills are completed correctly and in a timely manner. Verify and receive approval from the Customer's Business Coordinator reguarding all changes/additions that require charges. Run Siemens equipment-based software to provide statistical data to provide reports showing the utilization of the switchboard and PhoneMail. Provide information to the Supervisor concerning new voice communication and PhoneMail technology from Siemens and other communications vendors. Provide initial and ongoing training and education for the Siemens phone sets, phonemail, fax server and panic buttons, to all current and new customers. Install IP Telephony.	15

This position description describes the general qualifications, duties and responsibilities of work being performed.