

# University of Houston – Clear Lake

## Position Description

Job Title: **Telecommunications Supervisor**

Job Code: **3952**

Pay Grade: **003** FSLA: **EX**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Progress toward a Bachelor's degree in Telecommunications, Information Systems or Computer Science or related field.	Bachelor's degree in Telecommunications, Information Systems or Computer Science.
Experience	Five years work experience in working with the telecommunications function for a comprehensive organization operating their own phone switch and PhoneMail.	Prior experience with certifications from Siemens, in maintaining Siemens 9000 or higher series phone switch and Siemens PhoneMail.
License/Certification		

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

### POSITION SUMMARY

This position reports directly to the Director of Technical Services and will help manage all voice communications and data communications that flow through the telephone switch and PhoneMail. This person will supervise personnel that operate the University switchboard. This person will also process the telephone work requests and assign work request to a half time position the position is responsible for. The position is responsible for the maintenance of accounting records using a server-based package (InfoCall). The position will be responsible for processing and the distribution of the monthly telephone bills. The position will provide monthly reports to different departments concerning the utilization of their call processing boxes. The position is responsible for keeping the Director of Technical Services informed of new telephone technology. As supervisor it will be this position's responsibility to train all new and part-time employees in the proper etiquette and proper operation of the switchboard. The position will be responsible for maintaining an inventory of phones and phone-related items to ensure availability when needed for repairs and new installs. Must work with the Siemens Corporation when needs arise that require service on the CBX or PhoneMail as required and that any system's problems are resolved within the assigned time lines and if not notify the Director so appropriate action can be taken. The Supervisor is responsible for the security of the telephone switch and PhoneMail and ensures that proper monitoring is performed to identify any possible telephone fraud. This position is responsible for the maintaining of the Telident 911 systems and ensuring that the campus and PSAP databases are kept current. Must keep the fax server database up to date and the procedures current to ensure customers are receiving full benefits of the service. Must maintain a working knowledge of the panic buttons installed throughout campus, must work closely with the Police Department to ensure units are in working order.

Duties and responsibilities

% Time

Implement assigned changes and make recommendations to the operation and configuration of the Siemens CBX, by working closely with the Director and the Security Officer to ensure procedures are being followed to protect the University from telephone fraud. Perform or assign the complete moves, adds and changes for the phone system as requested across campus. Maintain Telident 911 on-campus and 911 databases. Maintain a working knowledge of the panic buttons located throughout campus. Work closely with to Police Department to ensure all units are in working order. Maintain a complete system of work order processing and tracking for all voice communications services. Maintain fax server database to ensure proper routing of faxes to email software. Ensure that a working inventory of equipment and cable plant needs are maintained in	40
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<p>order to complete work request in a timely manner. Be able to pull cables and terminate cables to provide new phone service or to move stations. Provide all cabling changes and additions to person maintaining cabling blueprints and database. Work with the Director and all departments to develop the correct design, equipment configuration and implementation for effective and efficient voice communications.</p>	
<p>Supervise the personnel manning the University switchboard and fifty percent time. Telephone Technician. Must develop the schedule to ensure the switchboard is manned during university hours. Personnel to be supervised will be one full time person, one halftime Telephone Technician and temporary positions or student workers as needed. Write switchboard operators and half time technician reviews, with Director's input. Present review to operator and half time technician to develop goals for the next fiscal year. Maintain current and provide new documentation and procedures for tasks performed by the Telecommunications Supervisor and Telephone Operator and Technician. Be able to provide coverage of the attended console when needed. Help provide initial and ongoing training and education for the Siemens CBX to all current and new users. Take actions needed to resolve any emergency communications problems a client may have. Able to work flexible hours needed to ensure problem is resolved.</p>	25
<p>Work with the Director and ensure that the monthly process of the University phone bills are completed correctly and in a time frame that meets clients needs. Maintain and perform a complete monthly system of billing for all voice systems to the client departments. Tools used would be Windows based spreadsheets, database packages and Info Groups InfoCall. Maintaining and provide current telephone directory listing to the university when requested by the Director. Work with the Staff Assistant to publish the campus and UH-System directories.</p>	20
<p>Run Siemens equipment-based software to provide statistical data to provide reports showing the utilization of both the CBX, switchboard and PhoneMail units. Provide information to the Director concerning new voice communication and PhoneMail technology from Siemens and other communications vendors.</p>	15

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