

# University of Houston – Clear Lake

## Position Description

Job Title: **Telecommunications Technician**

Job Code: **4526**

Pay Grade: **160**

FSLA: **NE**

Location: **UHCL**

Retirement Program: **TRS**

### QUALIFICATIONS

	REQUIRED	PREFERRED
Education	Hours toward an associate's degree in Telecommunications, Information Systems, Computer Science or related field; or equivalent experience.	Progress toward a Bachelor's degree in Telecommunications, Information Systems or Computer Science or related field.
Experience	One year 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 of a 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 Supervisor of Telecommunications and will help manage all voice communications and data communications that flow through the telephone switch and PhoneMail. This position will provide operator coverage of the University switchboard when necessary and use the proper etiquette and proper operation of the switchboard. This position will process the telephone work requests that are assigned to them and providing all the necessary information in order to maintain the accounting records in the server-based package (Anchorpoint). The position will provide monthly reports to different departments concerning the utilization of their call processing boxes. 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 and reporting needs to the Telecommunication Supervisor. Must report all telephony problems to the Telecommunications Supervisor. 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. Will perform Moves Adds and Changes as assigned by the Telecom Supervisor. Provide training as directed by the Telecom Supervisor. Will provide training to current employees when scheduled or requested and to all new employees. Must be able to work flexible hours when needed to ensure problems are resolved or when implementation of new equipment, upgrades or moves take place.

Duties and responsibilities

% Time

Perform Moves Adds and Change work requests as assigned by the Telecom Supervisor. Must provide all supporting documents with each work requests as they are performed. Must be able to assist in the design of a 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. Be able to provide coverage of the attendant console when needed. Take actions needed to resolve any emergency communications problems a client may have. Able to work flexible hours needed to ensure problem is resolved or to implement new or equipment upgrades or make equipment moves.	65
Implement assigned changes and make recommendations to the operation and configuration of the	20

<p>Siemens CBX, by working closely with the Telecom Supervisor. 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. Be able to pull cables and terminate cables to provide new phone service or to move stations as needed. Provide all cabling changes and additions to person maintaining cabling blueprints and database. Work with the Telecom Supervisor and all departments to develop the correct design, equipment configuration and implementation for effective and efficient voice communications.</p>	
<p>Work with the Telecom Supervisor and ensure that the monthly process of the University phone bills are completed correctly and in a time frame that meets clients needs by providing the necessary paperwork to the billing system. Verify and receive approval from the Customer's Business Coordinator all changes that require changes or additions to the departments or schools monthly telephone bills. 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 Supervisor concerning new voice communication and PhoneMail technology from Siemens and other communications vendors. Help provide initial and ongoing training and education for the Siemens phone sets, phonemail, fax server and panic buttons, to all current and new customers.</p>	15

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