

JOB INFORMATION

Effective Date	10/26/2021
Job Code:	4526
Job Title:	Telecommunications Technician
Salary Grade/Structure:	180 - Support Staff
Career Level Name:	
FLSA Name:	Non-Exempt
EEO Code:	40-Clerical and Secretarial
Job Function:	Information Technology
Job Family:	Networking & System Infrastructure
Job Summary	This position requires the person to be proficient with PCs and Microsoft Office Suite software. This position will be responsible for distributing daily call status reports, monthly phonebills, telephone directory information and other important information. This position will be required to perform data entry into the call accounting package Info Group. The position is the first contact for many of the Universities friends, business partners and potential new students which requires the person to have strong people skills. This position must have a strong working knowledge of the different types of the Siemens phone sets located throughout campus. This position requires the grasping of where and what each Department and School does in order to provide answers to people who inquire about these areas. The position must be self motivated.

COMPETENCIES

Competencies

Please refer to the UHCL Human Resources webpage for UHCL core competencies for all eligible job levels.

QUALIFICATIONS

Education

Education Level	Education Details	Required/ Preferred	
High School Diploma or GED		Required	
Associate's Degree		Preferred	

Work Experience

Experience	Experience Details	Required/ Preferred	
Less than 3 yrs	experience as a Switchboard Operator/ Receptionist in a medium to large business.	Required	
Less than 3 yrs	proficient knowledge of PC and Microsoft Office Suite software and Call Accounting software for telephone directory assistance	Required	
Less than 3 yrs	excellent command of the English language	Required	

Work Experience

Experience	Experience Details	Required/Preferred	
Considerable	years experience working in an educational environment, with a Siemens switchboard	Preferred	
Less than 3 yrs	working knowledge of PCs and Microsoft Office Suite and Call Accounting software, InfoCall for billing and telephone number assistance.	Preferred	
Less than 3 yrs	Excellent command of the English language and bilingual with Spanish as a second language	Preferred	

Licenses and Certifications

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/Preferred	
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Knowledge, Skills and Abilities

KSAs	Proficiency
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JOB RESPONSIBILITIES

Campus Security Authority ☐

Remote Work Capable ☐

Essential Functions

Essential Function	% TIME
<ul style="list-style-type: none"> Telephone Operator/Information provider to callers and walk ins. Must have a complete understanding of the operation of the University in order to provide the correct information to our customers. Retrieves night messages each morning and distributes calls accordingly. 	80%
<ul style="list-style-type: none"> Telephone billing and telephone directory report distribution and data entry. Performs daily checks of poll records and non-costed calls so action can be taken to correct billing problems before month end close. Maintains work order completion log for Telecommunications Supervisor. Assists Telecommunications Supervisor on other duties assigned. 	10%
<ul style="list-style-type: none"> Runs daily reports to help Telecommunications Supervisor identify possible telephone fraud. Works with university employees to help identify and notify mass fax companys in order to stop mass faxes being delivered to campus 	5%
<ul style="list-style-type: none"> A source of information about the operation of the different types of phonesets, PhoneMail and how to make the different types of long distance calls. 	5%

PRE-EMPLOYMENT

MVR:	Yes
Criminal History:	Yes
Physical Exam:	No
Hearing Exam:	No
Pulmonary Function Test:	No

PHYSICAL DEMANDS/WORKING CONDITIONS

Physical Demands

Physical Demand	N/A	Rarely	Occasionally	Frequently	Constantly	Weight
Standing						
Walking						
Sitting						
Lifting						
Carrying						
Pushing						
Pulling						
Climbing						
Balancing						
Stooping						
Kneeling						
Crouching						
Crawling						
Reaching						
Handling						
Grasping						
Feeling						
Talking						
Hearing						
Repetitive Motions						
Eye/Hand/Foot Coordination						

Working Environment

Working Condition	N/A	Rarely	Occasionally	Frequently	Constantly
Extreme cold					
Extreme heat					
Humid					
Wet					
Noise					
Hazards					
Temperature Change					
Atmospheric Conditions					
Vibration					

Travel Requirements

Estimated Amount	Brief Description