Telecommunications Coordinator

Job Code 50008834

General Description
Responsible for assisting students, staff, and faculty in the use of the telecommunications systems resources and features and liaison for campus and service providers.

Examples of Duties
Evaluate and recommend technology solutions to campus users.
Provide end user training and support for telecommunication related systems.
Maintain, edit, and monitor telecommunications web site.
Liaison for campus, student, staff and faculty and area communications providers.
Actively market telecommunications services to faculty, staff and students.
Provide and track telecommunication unit technical training.
Prepare monthly reports on telecommunications system resource usage.
Assist in inventory tracking and control
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: Nortel telephone system (PBX), symposium, call pilot, and cell plan; outside agencies; relevant laws/guidelines/FCC regulations; standard office equipment, university policies and procedures; telecommunication products and services; Texas State customer groups.
Skill in: working as a team member on most tasks of jobs; effectively directing the work of others and motivating output; establishing rapport with a variety of clients; prioritize workload.
Ability to: understand written job instructions, policy and procedure manuals; read and interpret technical manuals; prepare reports, letters, develop training curriculum and syllabi; perform basic math; analyze user needs and propose resolution; provide end user training; use a computer; effectively market telecom products and services; manage conference bridge service, call pilot “front end” menu, cable TV moves, adds, and changes, and telecommunications web pages.

Education and Experience
To qualify for this classification, an individual must possess any combination of experience and education that would likely produce the required knowledge, skills, and abilities.

Other Requirements

Revised 09/27/2012