Telecommunications Assistant

Job Code 7141

General Description
Responsible for assisting students, staff, and faculty with technical problems and record keeping of telecommunications systems and outside plant cabling.

Examples of Duties
Provide direct telecommunications hardware, software, and network assistance to staff, students and faculty.
Ensure billing and outside plant cabling records are kept current and accurate.
Create, track, and report work orders related to moves, adds, changes, and problem resolution.
Dispatch technical staff to campus locations to resolve telecommunications voice and data problems and assessments.
Train users in telecommunications system functions. Evaluate operations and make recommendations to manager.
Refer complex telecommunications problems, issues, and concerns to appropriate telecommunications staff.
Perform other duties as assigned.

Knowledge, Skills, and Abilities
Knowledge of: University policy and procedures, call accounting system, voice mail systems.

Skill in: Preparing work orders, and correspondence, identifying, defining, and solving telecommunications related problems.

Ability to: Read and interpret manuals, reports, and billing, perform basic math for estimating and billing work orders, give directions on how to use telecommunications equipment and software, input accurate data into tracking system.

Experience and Education
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

Reviewed on 5/17