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## Auburn University Job Description

Job Title:	<b>Assoc, Telecom Technology</b>	Level I	Grade 29 \$24,400 - \$40,800
Job Code:	<b>MB04</b>	Level II	Grade 30 \$27,400 - \$45,700
FLSA status:	Non-exempt	Level III	Grade 31 \$30,700 - \$51,100

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## Job Summary

Consults users and fulfills requests regarding needs for voice telecommunications (phone and messaging) services, or regarding access to data networks or cable TV.

## Essential Functions

1. Provides end-user support through training, consulting, and technical support based on knowledge of system features and interdependencies.
2. Uses computerized systems to assign, modify, and activate system feature assignments for program hardware and software that supports telephones and associated equipment working behind the university open-architecture telephone system (PBX).
3. Utilizes direct management authority to validate and correct E911 PinPoint Service through licensed user application security for public safety responders.
4. Supports and administers university open-architecture telephone system (PBX)-integrated voice mail technology for Auburn University menu services, announcement services, and individual mailboxes.
5. Maintains operation of cost center records for account management using telemanagement Web application and BANNER for facility management to enter work orders, trouble tickets, and to track inventory and wire paths.

## Supervisory Responsibility

May supervise employees but supervision is not the main focus of the job.

*The above essential functions are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position.*

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## Auburn University Job Description

### Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Responding to a range of typical requests, performs work that is varied and that may be somewhat difficult in character, involving some evaluation, originality or ingenuity. Advises telecommunication users of standard alternatives, and troubleshoots common problems independently.	Knows and applies fundamental telecommunications concepts, practices and procedures, including knowledge of equipment, wirepathing, service features, as well as troubleshooting and documentation.	High school diploma or equivalent plus 1 year of experience.
II	Responding to a range of standard and non-standard requests, performs work that is highly varied, involving considerable evaluation, originality or ingenuity to identify optimal service arrangements to meet more complex needs and requests. Advises telecommunication users of standard and non-standard alternatives, and troubleshoots complex problems independently, often involving persuasion or conflict resolution with vendors and contractors.	Knows and applies broad telecommunications concepts, practices and procedures, including advanced knowledge of equipment, wirepathing/circuitry, networking, service features, or billing. Advanced skills in troubleshooting and documentation.	High school diploma or equivalent plus 3 years of relevant experience. Experience must include at least 2 years at the preceding level or equivalent.
III	Lead or senior level technical specialist. Under general supervision, plans, conducts and/or supervises assignments. Reviews progress and evaluates results. Trains, assists and assigns work to less experienced staff. Operates with substantial latitude for unreviewed action or decision. Reviews operational and service issues with management and recommends changes in procedures. Performs complex system administration and/or troubleshooting of the most complex problems, including root cause analysis and documentation of methods and resolution.	Possesses and applies comprehensive technical and knowledge of telecommunications, cable TV or specialty circuits (such as fire or burglar alarm) to the completion of the most complex assignments to deliver required services. Also requires broad IT knowledge, knowledge of vendor capabilities and obligations, plus billing or other business aspects of telecommunications service delivery.	High school diploma or equivalent plus 5 years of relevant experience. Experience must include at least 2 years at the preceding level or equivalent.

\* See the "Minimum Required Education and Experience" section of the job description for any substitutions that may be allowed for education and experience.

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### Minimum Required Education and Experience

- Level I** High school diploma or equivalent plus 1 year of experience.
- Level II** High school diploma or equivalent plus 3 years of relevant experience. Experience must include at least 2 years at the preceding level or equivalent.
- Level III** High school diploma or equivalent plus 5 years of relevant experience. Experience must include at least 2 years at the preceding level or equivalent.

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#### Focus of Education

High School Diploma or equivalent

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#### Focus of Experience

Experience in telephone maintenance and troubleshooting

#### Substitutions allowed for Education:

Indicated education is required; no substitutions allowed.

#### Substitutions allowed for Experience:

When a candidate has the required education, but lacks the required experience, they may normally apply additional appropriate education toward the experience requirement, at a rate of one (1) year relevant education per year of required experience.

#### Minimum Required Knowledge

#### Certification or Licensure Requirements:

CERVORD certification

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### Physical Requirements/ADA

Occasional and/or light lifting required. Limited exposure to elements such as heat, cold, noise, dust, dirt, chemicals, etc., but none to the point of being disagreeable. May involve minor safety hazards where likely result would be cuts, bruises, etc.

Routine deadlines; usually sufficient lead time; variance in work volume seasonal and predictable; priorities can be anticipated; some interruptions are present; involves occasional exposure to demands and pressures from persons other than immediate supervisor.

Job frequently requires standing, walking, sitting, reaching, talking, hearing, handling objects with hands.

Job occasionally requires climbing or balancing, stooping/kneeling/crouching/crawling, and lifting up to 10 pounds.

Vision requirements: Ability to see information in print and/or electronically.

Date: 12/16/2011

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