



Assoc Telecom Engineer-Central

J O B D E S C R I P T I O N

JOB INFORMATION

<i>Job Title:</i>	Assoc Telecom Engineer-Central
<i>Auburn Title:</i>	
<i>Job Code:</i>	MA51
<i>FLSA Classification:</i>	Exempt
<i>Salary Grade:</i>	IT05 \$45,300 - \$72,500
<i>Organizational use restricted to the following divisions:</i>	

JOB FAMILY AND FUNCTION

<i>Job Family:</i>	Information Technology
<i>Job Function:</i>	Telecommunications & Site Management

Family Description

This job family manages or performs work associated with analysis, design, implementation, operation, deployment, and support of the organization's information technology resources (including computer hardware, operating systems, communications, software applications, data processing and security), telecommunication systems, and software/database products by internal staff, outsourcing staff, or consultants. Activities include developing information technology strategies, policies and plans; maintenance and use of information technology resources; training and supporting technology users; telecommunications network planning, operations and site acquisition; programming software/database products for sale to external customers; developing PC, online, and mobile games; and internet product management & operations.

Function Description

Responsible for network planning, operations, control and maintenance work specific to the Telecommunications industry. Activities include planning and optimizing the telecommunications network; conducting scheduled maintenance, diagnosing and troubleshooting faults and undertaking repairs; monitoring of the network for alarms or conditions that may require special attention to avoid impact on the network's performance; and managing site acquisition activities related to network infrastructure installations.

--	--

JOB SUMMARY

Under close supervision, installs and maintains data, voice, and/or video telecommunication networks and services. Installs edge equipment and cross-connects in building wiring facilities. Assists in the planning and installation of new telecom infrastructure for new locations or performs upgrades to existing building telecom networks, working closely with core network engineers, telecom engineers, telecom support analysts, project managers, and systems engineers. Troubleshoots and resolves routine telecom outages in buildings and secures building telecom network facilities and equipment. (Employee must work in central IT unit. Exceptions require CIO prior approval.)

KEY RESPONSIBILITIES

	<i>% TIME</i>
<ul style="list-style-type: none"> Reviews and analyzes basic and routine telecom network trouble reports generated by end users/customers or system generated alarms and error codes. Includes issues with cabling, edge equipment, and end user devices. Works with end users, peers, vendors, and contractors to determine the nature of reported issues and appropriate courses of action for problem resolution, dispatching or scheduling repair technicians as required. Tracks, logs, and otherwise administers trouble reports to ensure proper deployment of technician resources, resolution, and closure of trouble tickets/reports. Recommends and implements repair reporting procedures and processes to ensure repair response times are consistently met and resources are used in an efficient and effective manner. 	20%

<ul style="list-style-type: none"> Installs, configures, and maintains telecom network equipment for University buildings and remote locations. Installs security appliances in coordination with network engineers. Performs network monitoring for building telecom network infrastructure, performs telecom network troubleshooting using tools and diagnostic skills (remote access, central monitors, sniffers), and performs administration tasks on edge devices. 	15%
<ul style="list-style-type: none"> Analyzes the needs of departments/users and recommends solutions. Consults with other engineers, technical support personnel, vendors, consultants, and contractors to assist in customer needs analysis and determine best practice or solution. 	15%
<ul style="list-style-type: none"> Coordinates work orders and provides prompt technical resolutions. 	15%
<ul style="list-style-type: none"> Assists in training new associate level personnel. 	15%
<ul style="list-style-type: none"> Provides various telecommunications technical specifications to peers and managers as required. Assists in developing improvements in edge telecom network devices and power installation, configuration, monitoring, and management. 	10%
<ul style="list-style-type: none"> Performs other related duties as assigned by the supervisor. 	10%

The above key responsibilities 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 and the percent of time spent on each duty varies based on department needs.

MINIMUM QUALIFICATIONS

To perform this job successfully, an individual must be able to perform the minimum requirements listed below. The requirements listed below are representative of the skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the key responsibilities.

Minimum Education and Experience					
Education Level	Field of Study		Years of Experience	Area of Experience	
Associate's Degree	No specific discipline. Bachelor's degree in IT related field is preferred.	And	2	Relevant IT experience in the installation and maintenance of data, voice, and/or video telecommunication networks, preferably in a university setting.	Or
High School/GED		And	6	Relevant IT experience in the installation and maintenance of data, voice, and/or video telecommunication networks, preferably in a university setting.	

Minimum Skills and Abilities		
Description	Proficiency	
Basic understanding of telecommunications, electronics, power management, IP/telephone/TV network concepts, telecom wiring standards, architecture, and protocols.	Beginner	And
Basic knowledge of relevant state-of-the-art technology, equipment, and systems.	Beginner	And
Basic technical understanding of internet protocols, network hardware, and protocols.	Beginner	And
Ability to work well under pressure.	Beginner	And
Ability to recognize, analyze, and solve a variety of problems.	Beginner	

Minimum Technology		
Technology	Technology Details	
Strong technical aptitude and computer skills.		

Minimum Licenses and Certifications			
Licenses/Certifications	Licenses/Certification Details	Time Frame	
None Required.			

Approved 11/8/2019
Date: