



Sr Telecom Engineer-Central

J o b D e s c r i p t i o n

JOB INFORMATION

<i>Job Title:</i>	Sr Telecom Engineer-Central
<i>Auburn Title:</i>	
<i>Job Code:</i>	MA53
<i>FLSA Classification:</i>	Exempt
<i>Salary Grade:</i>	IT08 \$59,900 - \$107,800
<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 minimal supervision, designs, configures, and builds data, voice, and/or video telecommunication networks and services. Provides functional and empirical analysis related to the planning, design, installation, and implementation of University core telecom systems. Evaluates, installs, and maintains data, voice, and video telecommunication networks including edge equipment. Installs firewalls and other security measures, cross-connects, and in building wiring facilities and oversees technicians and contractors installing telecom cabling and jacks. Plans and installs 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 most complex issues and resolves 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"> Assists with and approves designs for telecom network building projects. Acquires, installs, configures, and maintains network and telecom network equipment for University buildings and remote locations. Installs firewalls and other security appliances in coordination with network engineers. Performs network monitoring for building telecom network infrastructure and performs telecom network system troubleshooting using tools and diagnostic skills (remote access, central monitors, sniffers). Configures and performs administration on the edge telecom network devices. 	15%

<ul style="list-style-type: none"> Researches, analyzes, designs, configures, tests, installs, and supports the University's core telecom systems. Performs complex system configurations. Monitors system performance and performs necessary maintenance. 	15%
<ul style="list-style-type: none"> Reviews and analyzes trouble reports generated by end users/customers or system generated alarms, error codes, and trouble reports. Works with end users, peers, vendors, and contractors to determine nature of reported trouble and appropriate courses of action for problem resolution, dispatching and scheduling repair technicians as required. Tracks, logs, and otherwise administers trouble tickets/reports. Develops, 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. 	10%
<ul style="list-style-type: none"> Provides various telecommunications technical specifications to peers, vendors, or contractors as required. Makes recommendations on improvements in edge telecom network devices and power installation, configuration, monitoring, and management. 	10%
<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. 	10%
<ul style="list-style-type: none"> Coordinates work orders and provides prompt technical resolutions. Oversees equipment inventory, places orders, etc. 	10%
<ul style="list-style-type: none"> Oversees projects which may include overseeing contractors. Trains and provides work guidance to junior staff members. 	10%
<ul style="list-style-type: none"> May serve as a lead within the team, coordinating the work of others and serving as the primary contact. 	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
Bachelor's Degree	No specific discipline. Degree in IT or related field preferred. Master's degree in related field preferred.	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	
Advanced understanding of telecommunications, electronics, power management, IP/telephone/TV network concepts, telecom wiring standards, architecture, and protocols.	Advanced	And
Advanced knowledge of relevant state-of-the-art technology, equipment, and systems.	Advanced	And
Advanced technical understanding of internet protocols, network hardware, and protocols.	Advanced	And
Ability to work well under pressure.	Advanced	And
Ability to recognize, analyze, and solve a variety of problems.	Advanced	And
Project management skills.	Advanced	

Minimum Technology

Technology	Technology Details
Strong technical aptitude and computer skills.	

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

Approved 11/10/2019

Date: