
Auburn University Job Description

Job Title:	Spec, Voice Telecom	Level I	Grade 32 \$35,000 - \$58,400
Job Code:	MB05	Level II	Grade 33 \$39,300 - \$65,500
FLSA status:	Exempt	Level III	Grade 34 \$45,100 - \$75,100
		Level IV	Grade 35 \$51,900 - \$86,400

Job Summary

Responsible for the repair, maintenance, design, and installation of a variety of telecommunications and/or television systems, networks, equipments, components and cables, or related system (switch room) administration.

Essential Functions

1. Installs and maintains telephone equipment, including various single line and multi-line telephones and electronic and digital key systems, and any associated and peripheral equipment such as voice over IP equipment, voice messaging systems, and multimedia systems.
2. Consults customers for more complex requests to determine telecommunications needs, and instructs customers on proper use of telephone equipment.
3. Maintains system tables, parameters and functions, and performs database administration and related switch room functions.
4. Cleans, tests, repairs, recycles and stocks telephone and associated equipment to maintain an updated inventory.
5. Consults with vendors and contractors related to projects or service issues.
6. Installs and maintains special circuits to include (but not limited to) fire and burglar alarms, emergency, elevator, and courtesy phones, and maintains a database pertinent to these circuits.
7. Installs and maintains T1 carrier trunks and T1 equipment.

Supervisory Responsibility

May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

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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Job Family Levels

Level	Responsibility	Knowledge	Education and Experience*
I	Under general supervision, performs standard and non-standard tasks in assigned area. May be assisted by entry/junior or intermediate level personnel. Assignments are broad in nature, requiring originality and ingenuity. Has appreciable latitude for unreviewed action or decision.	Possesses and applies a broad knowledge of IT principles, practices, and procedures, including hardware, software and networks, with in-depth knowledge and skill in the application of information and media technology to instruction. Ability to troubleshoot both standard and non-standard issues.	Bachelors degree in discipline appropriate to position with no experience.
II	Under minimal supervision, plans, conducts and/or supervises assignments. Reviews progress and evaluates results. Plans and assigns personnel for given projects or tasks. Recommends changes in procedures. Operates with substantial latitude for unreviewed action or decision. Reviews progress with management.	Possesses and applies comprehensive IT knowledge and in-depth knowledge and skill in the application of information and media technology to instruction. General understanding of instructional methods, such as distance learning.	Bachelors degree in discipline appropriate to position plus 2 years experience. Experience must include at least 2 years at the preceding level or equivalent.
III	Plans and conducts assignments, generally involving the larger and more important projects or more than one project. Reviews progress and evaluates results. May lead or direct projects. May act in liaison capacity with other departments, divisions, and organizations. Evaluates progress and results and recommends major changes in procedures. Operates with considerable latitude for unreviewed action or decision.	Possesses and applies comprehensive knowledge of particular field of specialization to the completion of significant assignments. Deep understanding of instructional methods, such as distance learning and technology enhanced classrooms. Has well-developed leadership qualities. Crosses fields.	Bachelors degree in discipline appropriate to position plus 4 years experience. Experience must include at least 2 years at the preceding level or equivalent.
IV	Plans, conducts and directs research and/or development work on complex projects necessitating the origination and application of new and unique approaches. Plans and directs projects and supplies technical inspiration, leadership and consultation to professional co-workers. May represent the organization in outside discussions and technical forums. Generally works with wide latitude for unreviewed action or decision.	Possesses and applies an advanced knowledge of instructional technology to the planning and completion of projects of major complexity. Must have achieved recognized standing in professional field through original contribution.	Bachelors degree in discipline appropriate to position plus 6 years 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** Bachelors degree in discipline appropriate to position with no experience.
- Level II** Bachelors degree in discipline appropriate to position plus 2 years experience. Experience must include at least 2 years at the preceding level or equivalent.
- Level III** Bachelors degree in discipline appropriate to position plus 4 years experience. Experience must include at least 2 years at the preceding level or equivalent.
- Level IV** Bachelors degree in discipline appropriate to position plus 6 years experience. Experience must include at least 2 years at the preceding level or equivalent.

Focus of Education

Degree in Computer Engineering, Computer Science, Information Systems, or related field

Focus of Experience

Experience in telephone maintenance and troubleshooting

Substitutions allowed for Education:

When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

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:

None Required.

Physical Requirements/ADA

Regularly involves lifting, bending or other physical exertion. Often exposed to one or more elements such as heat, cold, noise, dust, dirt, chemicals, etc., with one often to the point of being objectionable. Injuries may require professional treatment.

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 walking, sitting, reaching, stooping/kneeling/crouching/crawling, talking, hearing, handling objects with hands, .

Job occasionally requires standing, climbing or balancing, and lifting up to 100 pounds.

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

Date: 1/5/2012
