

Specialist, Telecommunications

FLSA Status: Non-Exempt

Pay Grade: 19

Job Title ID: 19302

Job Series/Job Family: Information Technology Series / Telecommunications Family

Reports To

Manager, Telecommunications

Job Purpose

To analyze, coordinate, and maintain digital and analog voice communication requirements for Austin Community College.

Description of Duties and Tasks

Essential duties and responsibilities include the following. Other duties may be assigned.

Required

1. Maintains digital and analog voice telecommunications requirements for ACC including adds, moves, changes, and programming on main telecommunications equipment.
2. Implements and maintains computer software; manages digital voice hardware and software configurations; manages analog and digital voice hardware and software problems and changes; ensures the availability of up to date backup software in the event of software or hardware failure.
3. Coordinates the College-wide voice mail system.
4. Coordinates with the Telecommunications Manager, Central Help Desk, ACC Network Managers and outside vendors to provide College-wide voice system maintenance, problem determination, and resolution.
5. Installs and programs software connections to the switch for new or relocated phone instruments.
6. Diagnoses line/instrument problems; determines maintenance responsibility and initiates repairs.
7. Maintains a current inventory of telecommunications equipment including printed circuit cards and availability of PBX's; maintains an inventory of spare equipment for immediate replacement throughout all ACC facilities.
8. Assists with the installation, maintenance, and problem identification of ACC cable plant facilities.

Knowledge

Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Digital transmission, hierarchy, and media.
- Telecommunications technology and equipment.
- Telecommunications cabling standards and requirements.
- Computer software to include Linux and Microsoft Service and networking fundamentals.
- Digital voice hardware and software configuration.
- Voice mail systems.

Skills

Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed.

Required

- Maintaining an established work schedule.
- Effectively using interpersonal and communications skills including tact and diplomacy.

- Effectively using organizational and planning skills with attention to detail and follow through.
- Coordinating and maintaining telecommunications equipment and services.
- Installing, upgrading and maintaining voice mail systems.
- Analyzing and resolving communications and cabling problems.
- Establishing and maintaining effective working relationships
- Maintaining confidentiality of work related information and materials.
- Effectively translating and applying advanced technical documentation and principles.

Computer Skills

Required

- Demonstrated proficiency using standard office software applications as well as system and network administration, server operating systems, and administration of telecommunications hardware and services.

Physical Requirements

Required

- Occasional lifting of objects up to 20 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is primarily performed in a standard office environment

Work Experience

Required

- Two years telecommunications experience, including developing, maintaining and administering systems of Northern Telecom Meridian 1 PBX communications systems (i.e.; intra-switching networking, voice processing, voice mail messaging, and switch database management on distributed switch networks).

Education

Required

- High School diploma or equivalent.

Licenses/Certifications

Required

- Valid Texas driver's license.

Other

Required

- ATM, ISDN, Ethernet (VoIP), Sub-rate through OC circuits, DS-1 channel banks, carrier interfaces, and fiber MUX.

Preferred

- Cisco and/or Nortel Certificates.

Safety

Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.