

HOWARD UNIVERSITY
Position Description

POSITION TITLE:	Telecommunications Technician	SALARY GRADE:	HU-10
DATE REVISED:	December 01, 2014	EEO CODE:	03
JOB CODE:	2784	FLSA STATUS:	Exempt
BARGAINING UNIT:	N/A		

DEPARTMENT:	POSITION NO:
REPORTS TO:	GRANT: <input type="checkbox"/> No <input type="checkbox"/> Yes

BASIC FUNCTION: The purpose of this position is to provide designated technical services support for the management, administration, installation and maintenance of Howard installed telephone equipment, CBX's, phone mail systems, voicemail systems, E-911 system and call accounting system. This includes all activities related to internal and external voice communications and telephone technology. Perform cost benefit analysis and presentations to various members of the organization. Other as assigned by Associate Director, Telecommunications Services.

SUPERVISORY ACCOUNTABILITY: Involves no responsibility or authority for the direction of others.

NATURE AND SCOPE: Internal contacts include the Associate Director, Telecommunications Services, Information Systems and Services (ISAS) executive management, PBX Systems Administrator, vendor technicians, administrative and technical support staff throughout ISAS, Howard University students, faculty and staff.

PRINCIPAL ACCOUNTABILITIES: Provide direct installation, end user and maintenance support of all installed Howard University Telephone Systems to faculty and staff.

Evaluate, recommend, and use proven project management techniques to implement installations/upgrades of voice systems equipment and services (includes evaluating vendor products and new technologies.)

Test circuits, stations, wiring, network connectivity, etc., and reports and monitors repair progress.

Create Requests for Purchases with justifications for replacement of defective telephone equipment.

Access remotely field office systems & peripherals to perform modifications, add/delete logins, adjust station features, etc., and diagnose system operation.

Respond to trouble tickets generated by the Voice Services Help Desk. This may include responding at nights and on weekends as needed.

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Run monthly backup for PBX equipment, phone mail and E-911 system.

Monitor the capacities and usages of facilities/lines in each voice system and makes recommendations for additional services or reduction of services based on cost effectiveness and growth.

Place, coordinate and oversee approved changes/orders in telecommunications services with the local telephone company for all identified needs, including T1s, PRIs, D.I.D., VOIP, analog circuits, modem lines, and fax lines.

Perform station moves, adds, changes and relocation of telecommunication related equipment, V/M, UPS, music on hold, etc. as required. Also provide repair/ replacement and maintenance to telephone voice jacks.

Perform moves, adds, changes and relocations of voice mail subscribers as required.

Assist with the administration and maintenance of all University owned telephone systems to include the Avaya, Siemens, Verizon (ISDN) and Fujitsu product line, call management/reporting systems, CMS, Definity ECS and call accounting systems and other systems as required.

Perform weekly maintenance checks on all digital sets located at the Residence Hall's front desk and reports findings to the PBX Systems Administrator.

Perform other duties and responsibilities as assigned by Associate Director, Telecommunications Services.

CORE COMPETENCIES: Demonstrated working knowledge of analog circuits, digital T1's, PRIs, VOIP, ISDN, etc., call accounting systems, etc.

Demonstrated knowledge of Definity ECS System administration, Definity ECS G3 routing, Definity ECS automatic call distribution with call vectoring, and Definity Audix system administration.

Demonstrated ability to perform technical support functions.

Must be able to install new (wire), replace or repair existing telephone jacks.

Must be able to trace telephone dial tone.

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General knowledge of telecommunications systems and operations.

Ability to organize and prioritize varied tasks in the most efficient and effective manner.

Competence in problem solving and Telecom Helpdesk support.

Ability and willingness to work reasonable additional hours in support of University Activities. Must be available to support Blackburn Center Events, Basketball Games, Football Games, Homecoming Events, and Student Registration.

Good interpersonal communication skills.

Competence in both oral and written English.

Must maintain high customer satisfaction.

Ability to operate within a team environment.

**MINIMUM
REQUIREMENTS:**

Bachelor's Degree in computer science, information systems or related field and 1-3 years of related work experience. 8 years of related work experience may be substituted in lieu of educational qualifications.

Note: This position description should not be construed to imply that these requirements are the exclusive standards of the position. Incumbents will follow any other instructions, and perform any other related duties, as may be required. The university has the right to revise this position description at any time. This position description is not be construed as a contract for employment.

SIGNATURES REQUIRED:

SIGNED BY: _____
Department Manager/Supervisor

DATE: _____

CERTIFIED BY: _____
Department of Compensation and Performance Management

DATE: _____