

Job Title: Telecommunications Assistant III

Department: Telecommunications Services

Supervisor: Telecommunications Coordinator

Date: January 26, 2007

Update: July 11, 2008

A. PURPOSE OF THE JOB:

Provide customer service to the public and Texas A&M University-Corpus Christi (TAMU-CC) staff, faculty, and students.

B. DUTIES:

To perform daily, weekly, and monthly processing of accounts payables and accounts receivable as well as to help maintain databases and create reports as necessary. The incumbent provides administrative support for the department manager and backup to Telecommunications Assistant II and Telecommunications Coordinator.

1. Major Duties:

- a. Performs monthly invoicing for administration and tenants,
- b. Performs monthly past due invoicing for tenants,
- c. Prepares monthly voucher for Accounts Payable,
- d. Reconciles voucher payments,
- e. Monitors tenant payments,
- f. Serves as backup to Telecommunications Coordinator for databases and servers,
- g. Closes daily completed work orders,
- h. Performs database administration utilizing Crystal Reports, COSMOS, Data Junction, and SQL Query Analyzer,

- i. Enters purchase orders for approval by Telecommunications Director,
- j. Serves as backup to Coordinator for Policy and Procedures Manual,
- k. Serves as backup to Coordinator for daily duties, and
- l. Serves as backup to Telecommunications Assistant I and II.

C. KNOWLEDGE AND SKILLS:

- 1. Education required: high school graduate or G.E.D. Prefer some college courses or technical training in Telecommunications and/or experience.
- 2. Skills required:
 - a. Proficient in Microsoft Word and Excel,
 - b. Utilize FAMIS for processing purchase orders,
 - c. Operation of standard office equipment (telephone, copier, facsimile, etc.),
 - d. Utilize Compco Mysoft.net for work orders,
 - e. Utilize Nortel Telephony Manager for software changes in the PBC,
 - f. Utilize CallPilot for voice mail changes,
 - g. Utilize Compco Mpower for work orders, and
 - h. Operate Nortel 2250 operator console.

D. FISCAL RESPONSIBILITY:

N/A

E. APPLICATION OF KNOWLEDGE AND SKILLS:

Assignments are received in the form of results expected, due dates, and general procedures to follow. The incumbent examines and/or analyzes information for

problem resolution. Telecommunications data is of major importance and the disclosure of which could be detrimental to the internal operation of (TAMU-CC).

F. SUPERVISION:

N/A

G. EXTENT OF PUBLIC CONTACT:

Daily contact: occurs with the public, students, faculty, staff, and parents.