

Job Title: Telecommunications Assistant I
Department: Telecommunications Services
Supervisor: Telecommunications Coordinator
Date: January 2007
Updated: April 2008

A. PURPOSE OF THE JOB:

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

B. DUTIES:

Assists public, students, faculty, and staff in customer service to include problem resolution and research.

1. Major duties:

- a. Operates campus telephone console direct incoming calls,
- b. Provides information about office/campus based on PIO information provided,
- c. Assists students, faculty, and staff with telecommunications problem resolution,
- d. Answers Help Desk phone,
- e. Prepares work orders using Compcoweb, MPower, and TM,
- f. Performs department coping and filing,
- g. Resets student's voice mail password at the request of Miramar Management using CallPilot,
- h. Sorts and distributes mail,

- i. Makes deliveries to Accounts Payable, etc., and
- j. Prepares estimated price quotes.

C. KNOWLEDGE AND SKILLS:

- 1. Required education: High School graduate or G.E.D. Prefer some college courses or technical training in Telecommunications.
- 2. Skills required:
 - a. General Computer skills,
 - b. Experience in Microsoft Word and Excel,
 - c. Operation of standard office equipment (telephone, copier, facsimile, etc.),
 - d. Operate Nortel 2250 operator console,
 - e. Utilize Compco Mysoft.net for work orders,
 - f. Utilize Nortel Telephony Manager for software changes in the PBC,
 - g. Utilize CallPilot for voice mail changes, and
 - h. Utilize Compco Mpower for work orders.

D. FISCAL RESPONSIBILITY:

N/A

E. APPLICATION OF KNOWLEDGE AND SKILLS:

Work is performed under general supervision with specific procedures and guidelines to follow. Duties are somewhat routine requiring occasional independent action and judgment. Some of the telecommunications data is of major importance, but is normally considered confidential.

F. SUPERVISION:

N/A

G. EXTENT OF PUBLIC CONTACT:

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