

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

A. PURPOSE OF THE JOB:

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

B. DUTIES:

Orders and or replaces department cell phones and pagers, completes accounts payable vouchers and researches invoices, initialize work orders or trouble tickets for technicians, and assists customers with problem resolution. Performs PBX and CallPilot software changes, initiate adds, changes, and deletions of phone in the PBX with TM. Coordinates the campus directory with Telecommunications Services information and the System Programmer II. Also provides administrative support for department manager and backup to Telecommunications Assistant I and Telecommunications Coordinator.

1. Major Duties:

- a. Initializes work orders and trouble tickets for technicians, minor repair, troubleshooting in field, label, and build phones using TM,
- b. Answers Help Desk phone,
- c. Performs PBX, CallPilot, and Application Builder software changes,
- d. Orders and replaces department cell phones and pagers,
- e. Processes accounts payable vouchers and research,
- f. Performs invoice and complete reconciliation statements,
- g. Maintains campus directory,

- h. Maintains telecommunications phone inventory and places orders as needed,
- i. Maintains disaster emergency kits,
- j. Provides administrative support for department director,
- k. Performs training as needed for staff and faculty on telecommunications services,
- l. Performs monthly billing for University IDTs and tenant Invoicing,
- m. Assists customers in the field, and,
- n. 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 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. Examine and/or analyze 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:

1. Within the University: daily contact occurs with students, faculty, staff, and parents.
2. Outside of the University: as needed contact with federal and state agencies as well as with private tenants.