

Job Title: Telecommunications Technician I
Department: Telecommunications Services
Supervisor: Telecommunications Services Director
Date: March 2006
Updated: April 2008

A. PURPOSE OF THE JOB:

To maintain, install, and monitor telecommunications systems of Texas A&M University – Corpus Christi (TAMU-CC) to ensure that all systems and services are available to the campus community 24x7.

B. DUTIES:

The incumbent is responsible for various aspects of the maintenance, installation, and changes to the PBX, Voice Mail, cabling infrastructure, and associated peripheral devices of the University voice systems.

1. Major Duties:

- a. Duties include, but are not limited to, monitoring and maintaining the overall health of all systems,
- b. Analyzes system printouts and reports for system operations, and overall functions,
- c. Installs, maintains, and repairs switching equipment, fiber optic and T-1 carrier interface for voice, data, and video transmissions,
- d. Programs the Meridian Option 81C PBX/Succession 1000/1000M RIs. 3.0 for routing, trunking, and peripheral equipment features,
- e. Programs Meridian/Call Pilot Unified Messaging System,
- f. Installs, maintains, and repairs analog and digital telecommunications equipment, Kentrox CSU/DSU, and

- a. Dealing with customers in installing telephone equipment, explaining problems about telephone equipment, and helping customers with phone problems,
- b. Interpreting customer's phone problems and working as a team member,
- c. Understanding written job request for phone installs, work orders, blueprints, schematics, and electrical meters, to complete work orders and to describe equipment problems,
- d. Understanding of basic analog and digital data communications theory, personal computers and their usage, basic local area network theory and principals of different software programs, and OTM system management principals,
- e. Understanding medium characteristics for fiber optics, engineering principals in digital carrier design and implementation, digital electronic theory, testing equipment used in all types of telecommunications transmission media, FCC regulations, and of principals in analog to digital conversion,
- f. Understanding basic electrical theory, telephone color code, of splicing techniques, computer operation, local area network theory and terminology, and of analog and digital communications theory,
- g. Administering software for Meridian Option 81C PBX/Succession 1000/1000M Rls. 4.0 for routing, trunking, and peripheral equipment features, Meridian/Call Pilot Unified Messaging System as well as schedules and coordinates ads, moves, and changes with in the PBX environment, and
- h. Interprets schematics, blue prints, and diagrams to install or repair equipment.

D. FISCAL RESPONSIBILITY:

N/A

E. APPLICATION OF KNOWLEDGE AND SKILLS:

Incumbent must have good interpersonal skills to deal with University students, faculty, and staff.

F. SUPERVISION:

N/A

G. EXTENT OF PUBLIC CONTACT:

The incumbent is required to interact with all members of the University community, Texas A&M University System personnel, and personnel in state regulatory agencies.

1. Within the University: daily contact occurs with students, faculty, and staff.
2. Outside the University: daily contact occurs with a wide variety of non-University personnel. Though not everyday, typical contacts include a variety of vendors (city, state, outside the state, telephone, etc.), personnel from other state agencies, and schools.