

Job Description

Please check one of the following:

- New
 Update
 Advancement within same zone
 Promotion to Higher Zone
 Other

1. General Information

Date: 04/24/2018	Working Job Title: Telecom Client Services/Network Operations Associate	Position #: 61860
Employee Name: T.B.A.	Title Code: 49305200	Department Name: Information Technology Services
SAP Personnel #: T.B.A.	Job Family: IT	SAP Organization Unit #: 50000904
Name of Supervisor: Bret Korth	Job Family Zone: Associate	<input checked="" type="checkbox"/> O/S <input type="checkbox"/> M/P
Position # of Supervisor: 6162	Zone Code: IT10H	Funding Source: 4329050100
FOR HR USE ONLY:		
FLSA Overtime Exemption: <input type="checkbox"/> Exempt <input checked="" type="checkbox"/> Nonexempt	Exemption Type:	

2. Job Summary

This position consists of various customer support and customer facing service duties in the Telecommunication Client Services Department and Infrastructure Operations Department within Information Technology Services. This position is the primary technical contact for Telecommunication Client Services Department and Infrastructure Operations Department within Information Technology Services. This position will be a contact for all Service requests involving Telecommunications and Data Communications Services and equipment. This position is also responsible for timely escalations of requests to other ITS staff for resolution. Service Requests will arrive by telephone, e-mail, through a ticketing system and direct contact from Customers. These service requests include data port activation/deactivations, add moves and changes to voice and data communications, troubleshoot voice terminal and data equipment problems, and installation of various voice and data hardware. This position will work with University telephony systems, billing systems, and ticketing systems.

3. Duties and Responsibilities

Indicate % of time spent and indicate with an "***" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Customer Service Duties: Answer incoming calls for telephone/customer service requests Serve as first level support for troubleshooting repair issues with communications services across the University system. Use Telecom department billing system, ticketing system, voice mail system, and support provisioning of Voice Over IP Telephony service Serve as liaison between department customers and University customers for types of services available, requested and received Provide level I technical assistance, information and advice to students, faculty and staff on the installation of telecommunications equipment and services	40%	Yes
Programming: Perform programming changes and set-up to analog telecom phone service, Voice Over IP Telephone system, Voice Mail system	20%	Yes

3. Duties and Responsibilities (Cont.)

Indicate % of time spent and indicate with an "*" the duties & responsibilities that are essential functions of this job. Arrange this list of duties in order of importance.	% of Time	Essential Functions
Communications Rooms Complete the installation of network equipment, UPS's and hardware components within the communication rooms. Installations may require cable terminations, cross connections and testing. Responsible for network equipment layout and cable management within equipment rooms. Manage preventative maintenance inspections on network equipment and UPS's. Document and maintain records on all equipment and cable management installations, changes, etc. Setup and monitor UPS's. Maintain power integrity for campus Concentration Rooms/troubleshoot electric problems. Improve electrical feeds for new equipment	20%	Yes
Adds, Moves, Changes for voice/data Responsible for completing work orders and activating data/voice communications for customer moves, adds and changes. This may require cable terminations, cross connections and testing. As well as fiber optic installations, testing and certifying. Prepare new phones, cleanup old phones, phone prep for install orders, organizing phones for warranty repairs, organization of phone/phone order materials (cords/power supplies/headsets)	15%	Yes
Outside Utility Locates Perform outside locates requested by utilities. Some of these locates may require emergency turnaround time thus requiring some after-hours.	5%	Yes
Other Duties: Special projects as requested	5%	Yes

4. Zone Definition Factors (Provide additional information not contained in the Duties & Responsibilities)

A. Knowledge, skills and abilities

Must have demonstrated knowledge of desktop computers and software packages. Must have excellent communication and interpersonal skills. Knowledge of telephone system programming and Networking systems. Demonstrated diagnostic and problem solving skills. Electrical knowledge preferred. A mobile communication device to perform the essential functions of the position will be required according to University policy. Experience with Avaya and Cisco Telecommunications platforms and Cisco Networking platform a plus. Ability to work within a local team environment and with supervision from off-site.

B. Problem Solving / Decision Making

Decisions to apply resources to a task or project, necessity to act in the interest of the customer, Excellent interpersonal skills, oral and written, required
Attention to detail, necessary

C. Interactions

Daily interaction with Faculty, Staff, Students, Co-workers, Vendors and the general public.

D. Nature of Supervision

Supervision Over: Reg Staff Temp Staff/Students No Supervision
Supervision Received: Close Moderate Limited/None

E. Impact

The operations managed daily by this position support and affect the entire campus. If this job is not performed properly, inadequate service response and poor analysis of services could have a negative impact on many individuals and departments across campus.

5. Minimum Qualifications (indicate "required" and "preferred" for each qualification)

A. LEVEL OF EDUCATION:

Associate's degree; work equivalency considered. Associates degree in a technical field preferred

B. YEARS & TYPE OF EXPERIENCE:

4 years customer service or related experience

C. SPECIAL TRAINING / CERTIFICATION / LICENSURE:

D. SPECIAL KNOWLEDGE, SKILLS OR ABILITIES:

Experience with desktop computers and software packages, such as word processing, spreadsheets and database applications; required
Must have excellent interpersonal skills; required
Strong organizational skills and be detail oriented; required
True color vision for wiring distinction, required
Excellent interpersonal skills, oral and written, required
Must be mechanically adept; required
Knowledge of analog telephone service features and programming; preferred
Electrical knowledge, preferred

6. Physical Requirements

1. GENERAL INFORMATION

A. Describe the work environment and physical demands (i.e. environmental elements, travel, irregular hours, hazardous/unpleasant working conditions, etc):

User community expectations are high and sometimes challenging customer requests may occur over the telephone. The network concentration centers are located in utility areas that can be unclean and uncomfortable to work in. Long hours of computer work may cause computer-related ailments such as eyestrain, neck/back pain, etc. Project deadlines may necessitate work outside normal business hours. Job may require travel to other University campuses and locations.

2. GENERAL PHYSICAL REQUIREMENTS

Indicate the appropriate response for an eight hour day:

	Fill in the appropriate number of hours (0-8) Maximum is 8	Indicate intermittent or constant:	
		Intermittent	Constant
Sit	6.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Stand	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Walk	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Drive Motor Vehicle	.5	<input checked="" type="checkbox"/>	<input type="checkbox"/>

Explain:

3. THIS JOB REQUIRES:

	Occasionally (less than 2 hrs / day)	Between 2-4 hrs / day	Over 5 hrs / day
Squatting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Bending.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Kneeling.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Reaching.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Overhead.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Forward.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Low.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Twisting.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crawling.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Climbing.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Ladder.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Stairs.....	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
> Other.....	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

4. THIS JOB REQUIRED EMPLOYEE TO:

Indicate in appropriate space: L = LIFT C = CARRY P = PUSH PL = PULL

	Less than 2 hrs / day				Up to 2 hrs / day				Between 2-5 hrs / day				Over 5 hrs / day			
	L	C	P	PL	L	C	P	PL	L	C	P	PL	L	C	P	PL
11 – 24 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
25 – 49 lbs	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
50 – 74 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
75 – 100 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
* Over 110 lbs	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

If the job requires the employee to handle over 50 lbs – please explain.

5. JOB REQUIRED USE OF HANDS OR SPECIAL TOOLS / EQUIPMENT FOR:

	RIGHT	LEFT	BOTH
Keyboarding	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Pipefitting	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Other Explain:	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

6. PATIENT CARE AND RESEARCH JOB

Does this job entail:	No	If Yes, Explain
Exposure to biohazard materials	<input type="checkbox"/>	<input type="text"/>
Exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Potential exposure to blood/bodily fluids	<input type="checkbox"/>	<input type="text"/>
Wearing hearing protection apparatus	<input type="checkbox"/>	<input type="text"/>
Working with laboratory animals	<input type="checkbox"/>	<input type="text"/>
Exposure to chemical hazards	<input type="checkbox"/>	<input type="text"/>
Wearing protective clothing	<input type="checkbox"/>	<input type="text"/>