# Telecom Engineer-Central
### J o b   D e s c r i p t i o n

## JOB INFORMATION

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|---|---|
| *Job Title:* | Telecom Engineer-Central |
| *Auburn Title:* | Telecom Engineer - Central |
| *Job Code:* | MA52 |
| *FLSA Classification:* | Exempt |
| *Salary Grade:* | IT06 $49,100 - $83,500 |
| *Organizational use restricted to the following divisions:* | 155 - Office of Info Technology |

## JOB FAMILY AND FUNCTION

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|---|---|
| *Job Family:* | Information Technology |
| *Job Function:* | Telecommunications & Site Management |

### Family Description

This job family manages or performs work associated with analysis, design, implementation, operation, deployment, and support of the organization's information technology resources (including computer hardware, operating systems, communications, software applications, data processing and security), telecommunication systems, and software/database products by internal staff, outsourcing staff, or consultants. Activities include developing information technology strategies, polices and plans; maintenance and use of information technology resources; training and supporting technology users; telecommunications network planning, operations and site acquisition; programming software/database products for sale to external customers; developing PC, online, and mobile games; and internet product management & operations.

### Function Description

Responsible for network planning, operations, control and maintenance work specific to the Telecommunications industry. Activities include planning and optimizing the telecommunications network; conducting scheduled maintenance, diagnosing and troubleshooting faults and undertaking repairs; monitoring of the network for alarms or conditions that may require special attention to avoid impact on the network's performance; and managing site acquisition activities related to network infrastructure installations.

## JOB SUMMARY

Under general supervision, evaluates, installs, and maintains data, voice, and/or video telecommunication networks and services. Installs firewalls and other security measures, edge equipment, and cross-connects in building wiring facilities and may oversee technicians or contractors installing telecom cabling and jacks. Plans and installs new telecom infrastructure for new locations or performs upgrades to existing building telecom networks, working closely with core network engineers, telecom engineers, telecom support analysts, project managers, and systems engineers. Troubleshoots and resolves complex telecom outages in buildings and secures building telecom network facilities and equipment. (Employee must work in central IT unit. Exceptions require CIO prior approval.)

## KEY RESPONSIBILITIES

| | % TIME |
|---|---|
| • Reviews and analyzes moderately complex trouble reports generated by end users/customers or system generated alarms and error codes. Includes issues with cabling, edge equipment, and some core telecom system hardware/software and settings. Works with end users, peers, vendors, and contractors to determine nature of reported trouble and appropriate courses of action for problem resolution, dispatching or scheduling repair technicians as required. Tracks, logs, and administers trouble reports to ensure proper deployment of technician resources, resolution, and closure of trouble tickets/reports. Recommends and implements repair reporting procedures and processes to ensure repair response times are consistently met and resources are used in an efficient and effective manner. | 20% |

| | |
|---|---|
| • Acquires, installs, configures, and maintains telecom network equipment for University buildings and remote locations. Installs firewalls and other security appliances in coordination with network engineers. Performs network monitoring for building telecom network infrastructure, performs telecom network troubleshooting using tools and diagnostic skills (remote access, central monitors, sniffers). Configures and performs administration tasks on the edge telecom network devices. | 15% |
| • Analyzes the needs of departments/users and recommends solutions. Consults with other engineers, technical support personnel, vendors, consultants, and contractors to assist in customer needs analysis and determine best practice or solution. | 15% |
| • Provides various telecommunications technical specifications to peers, vendors, and contractors as required and makes recommendations on improvements in edge telecom network devices and power installation, configuration, monitoring, and management. | 15% |
| • Coordinates work orders and provides prompt technical resolutions. | 15% |
| • Trains junior level personnel. | 10% |
| • Performs other related duties as assigned by the Supervisor. | 10% |

*The above key responsibilities are representative of major duties of positions in this job classification. Specific duties and responsibilities may vary based upon departmental needs. Other duties may be assigned similar to the above consistent with the knowledge, skills and abilities required for the job. Not all of the duties may be assigned to a position and the percent of time spent on each duty varies based on department needs.*

## MINIMUM QUALIFICATIONS

*To perform this job successfully, an individual must be able to perform the minimum requirements listed below. The requirements listed below are representative of the skill, and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the key responisibilities.*

### Minimum Education and Experience

| Education Level | Field of Study | | Years of Experience | Area of Experience | |
|---|---|---|---|---|---|
| Bachelor's Degree | No specific discipline. Degree in IT or related field is preferred. | And | 3 | Relevant IT experience in the installation and maintenance of data, voice, and/or video telecommunication networks, preferably in a university setting. | Or |
| Associate's Degree | No specific discipline. Degree in IT or related field is preferred. | And | 7 | Relevant IT experience in the installation and maintenance of data, voice, and/or video telecommunication networks, preferably in a university setting. | Or |
| High School/GED | general education | And | 11 | Relevant IT experience in the installation and maintenance of data, voice, and/or video telecommunication networks, preferably in a university setting. | |

### Minimum Skills and Abilities

| Description | Proficiency | |
|---|---|---|
| In-depth understanding of telecommunications, electronics, power management, IP/telephone/TV network concepts, telecom wiring standards, architecture, and protocols. | Intermediate | And |
| Strong knowledge of relevant state-of-the-art technology, equipment, and systems. | Intermediate | And |
| Technical understanding of internet protocols, network hardware, and protocols. | Intermediate | And |
| Ability to work well under pressure. | Intermediate | And |
| Ability to recognize, analyze, and solve a variety of problems. | Intermediate | |

### Minimum Technology

| Technology | Technology Details | |
|---|---|---|
| Strong technical aptitude and computer skills. | | |

| Minimum Licenses and Certifications | | | |
|---|---|---|---|
| *Licenses/Certifications* | *Licenses/Certification Details* | *Time Frame* | |
| None Required. | | | |

*Approved Date:* 11/10/2019