AUBURN
Human Resources

Telecom Engineer-Central

Job Description

JOB INFORMATION

Job Code	MA52
Job Description Title	Telecom Engineer-Central
Pay Grade	IT06
Range Minimum	$57,160
33rd %	$70,500
Range Midpoint	$77,170
67th %	$83,840
Range Maximum	$97,180
Exemption Status	Exempt
Approved Date:	11/25/2019 5:24:41 PM
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JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	Telecommunications & Site Management

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.)

RESPONSIBILITIES

- 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.
- 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.
- 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.
- 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.
- Coordinates work orders and provides prompt technical resolutions.
- Trains junior level personnel.

The responsibilities listed above show the typical duties for jobs in this classification. Actual tasks may differ depending on the department's needs. Other similar duties may be assigned with discretion of the supervisor.

Not every duty will apply to every position, and the amount of time spent on each task can change based on department needs.

SUPERVISORY RESPONSIBILITIES

Supervisory Responsibility	May be responsible for training, assisting or assigning tasks to others. May provide input to performance reviews of other employees.

MINIMUM QUALIFICATIONS

To be eligible, an individual must meet all minimum requirements which are representative of the knowledge, skills, and abilities typically expected to be successful in the role. For education and experience, minimum requirements are listed on the top row below. If substitutions are available, they will be listed on subsequent rows and may only to be utilized when the candidate does not meet the minimum requirements.

MINIMUM EDUCATION & EXPERIENCE

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

Substitutions Allowed for Education	Yes

Substitution allowed for Education: When a candidate has the required experience, but lacks the required education, they may normally apply additional relevant experience toward the education requirement, at a rate of two (2) years relevant experience per year of required education.

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

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

MINIMUM LICENSES & CERTIFICATIONS

Licenses/Certifications	Licenses/Certification Details	Time Frame	Required/ Desired	
None Required.				

PHYSICAL DEMANDS & WORKING CONDITIONS

Physical Demands Category:	Other

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
Standing				X		
Walking				X		
Sitting			X			
Lifting	X					
Climbing			X			
Stooping/ Kneeling/ Crouching			X			
Reaching			X			
Talking					X	
Hearing					X	
Repetitive Motions				X		
Eye/Hand/Foot Coordination				X		

WORKING ENVIRONMENT

Working Condition	Never	Rarely	Occasionally	Frequently	Constantly
Extreme cold				X	
Extreme heat				X	
Humidity				X	
Wet				X	
Noise				X	
Hazards				X	
Temperature Change				X	
Atmospheric Conditions				X	
Vibration				X	

Vision Requirements:

Ability to see information in print and/or electronically and distinguish colors.