AUBURN
Human Resources

Sr Telecom Engineer-Central

Job Description

JOB INFORMATION

Job Code	MA53
Job Description Title	Sr Telecom Engineer-Central
Pay Grade	IT08
Range Minimum	$69,760
33rd %	$88,370
Range Midpoint	$97,670
67th %	$106,970
Range Maximum	$125,580
Exemption Status	Exempt
Approved Date:	11/25/2019 5:26:56 PM
Legacy Date Last Edited	11/10/2019

JOB FAMILY AND FUNCTION

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

JOB SUMMARY

Under minimal supervision, designs, configures, and builds data, voice, and/or video telecommunication networks and services. Provides functional and empirical analysis related to the planning, design, installation, and implementation of University core telecom systems. Evaluates, installs, and maintains data, voice, and video telecommunication networks including edge equipment. Installs firewalls and other security measures, cross-connects, and in building wiring facilities and oversees technicians and 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 most complex issues and resolves 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

- Assists with and approves designs for telecom network building projects. Acquires, installs, configures, and maintains network and 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 and performs telecom network system troubleshooting using tools and diagnostic skills (remote access, central monitors, sniffers). Configures and performs administration on the edge telecom network devices.
- Researches, analyzes, designs, configures, tests, installs, and supports the University's core telecom systems. Performs complex system configurations. Monitors system performance and performs necessary maintenance.
- Reviews and analyzes trouble reports generated by end users/customers or system generated alarms, error codes, and trouble reports. Works with end users, peers, vendors, and contractors to determine nature of reported trouble and appropriate courses of action for problem resolution, dispatching and scheduling repair technicians as required. Tracks, logs, and otherwise administers trouble tickets/reports. Develops, 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.
- Provides various telecommunications technical specifications to peers, vendors, or contractors as required. Makes recommendations on improvements in edge telecom network devices and power installation, configuration, monitoring, and management.
- 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.

RESPONSIBILITIES

- Coordinates work orders and provides prompt technical resolutions. Oversees equipment inventory, places orders, etc.
- Oversees projects which may include overseeing contractors. Trains and provides work guidance to junior staff members.
- May serve as a lead within the team, coordinating the work of others and serving as the primary contact.

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 preferred. Master's Degree in related field preferred.	and	6 years of	Relevant IT experience in the installation and maintenance of data, voice, and/or video telecommunication networks, preferably in a university setting.	

MINIMUM KNOWLEDGE, SKILLS, & ABILITIES

Advanced understanding of telecommunications, electronics, power management, IP/telephone/TV network concepts, telecom wiring standards, architecture, and protocols.	And
Advanced knowledge of relevant state-of-the-art technology, equipment, and systems.	And
Advanced 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
Project management skills.	
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.