AUBURN
Human Resources

Telecom Support Assoc

Job Description

JOB INFORMATION

Job Code	MA57
Job Description Title	Telecom Support Assoc
Pay Grade	IT01
Range Minimum	$39,250
33rd %	$45,790
Range Midpoint	$49,060
67th %	$52,330
Range Maximum	$58,870
Exemption Status	Exempt
Approved Date:	11/19/2019 3:44:03 AM
Legacy Date Last Edited	11/10/2019

JOB FAMILY AND FUNCTION

Job Family:	Information Technology
Job Function:	IT User Support

JOB SUMMARY

Under close supervision, provides telecommunications consultative and technical support services to campus constituents to ensure timely service activation, problem resolution, and optimal system/service performance. Provides support for desktop telephones and soft clients running on desktop computers, cellular telephones and fixed-mobile telephony applications running on cellular telephones, and enterprise voice messaging services. Includes installing and configuring telephone devices and cellular smartphones, telephony soft clients on desktop computers and smartphones, and voice mail services. Provides consulting on routine telecommunications solutions.

RESPONSIBILITIES

- Provides high-quality customer service through courteous and professional communication with guidance from more senior team members. Builds and maintains effective relationships with consistent follow-up and documentation.
- Provisions telephone services, including voice messaging and cellular voice/data services, using proprietary systems software and vendor portals. Provides technical support to constituents to resolve first-tier common telephone service and communication issues in an efficient and timely manner. Accurately documents request history and routes more complex second- and third-tier issues and requests to the appropriate technical personnel.
- Provides timely resolution of problem or escalation on behalf of the client.
- Provides basic consultation, support, and instruction for clients.
- Updates telemanagement system and E911 databases reflecting telephone service changes.
- Assists senior employees with the implementation of standard operating procedures and customer service guidelines.
- May assist senior employees with the provisioning of new services and equipment, or the rollout of new client/system software and features.

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	
Associate's Degree	No specific discipline.	and	0 years of	No experience required. Experience in telecom customer service or call center.	Or
High School Diploma or GED	General Education	and	4 years of	Experience in telecom customer service or call center.	

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

Basic knowledge of telecom hardware/software functionality and features, and proprietary software tools for provisioning analog, digital, and/or cellular telephone equipment and system/software.	And
Knowledge of telecom products, services and billing which includes both legacy and most current services, local and long-distance products and services, Ethernet, and VoIP/SIP services.	And
Knowledge of records administration and maintenance techniques and procedures.	And
Ability to communicate effectively in both oral and written form.	And
Proficiency with professional computer systems and office applications.	

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	

PHYSICAL DEMANDS

Physical Demand	Never	Rarely	Occasionally	Frequently	Constantly	Weight
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			