

ADMINISTRATIVE TELECOMMUNICATIONS SPECIALIST

I. DEFINITION

ADMINISTRATIVE TELECOMMUNICATIONS SPECIALIST

Positions allocated to this title definition are responsible for the day-to-day telephone and related equipment services for their campus or agency.

Duties performed on a **Campus** include any combination of the following duties with the identified or comparable systems: administering the Audix system, Centrex-Mate, or FoxPro database; administering the Maintenance and Administration Panel, terminal change, and facilities for a privately owned telephone switch; maintaining the automated telephone line inventory data base; administering the voice mail system; coordinating the telephone purchased, equipment, adds, moves, changes and services; investigating telecommunication resources, reviewing strategic plans or proposals, and providing financial information; administering the pay phone or other contracts; instructing users on equipment usage; troubleshooting problems or coordinating with vendors and phone companies; auditing or overseeing the billing systems; providing faculty and staff directory information; and interfacing with Information System staff as needed.

Positions included in this title may have come additional responsibilities with: 800 line service, 911 features, calling card service, cellular phone service, single and multi-line telephones and systems, beeper service, overseeing LTEs or students, private branch exchange, digital key service telephone systems, integrated services digital network telephone systems, analog key service telephone systems, integrated services digital network, automated and call queuing systems, and other comparable systems or services.

II. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment.

III. RELATED TITLES

Electronic Technician
IS Telecommunication Professional Series
Administrative Telecommunications Specialist