

*Wright State University*  
**CLASSIFIED JOB SPECIFICATION**  
*Telecommunication Support Technician*

**I. JOB INFORMATION**

**Job Title:** Telecommunication Support Technician (CS 16)

**Job Class:** 21311

**FLSA Status:** Non-Exempt

**II. JOB SUMMARY**

Under general direction and in accordance with accepted practices, uses independent judgment in performing a variety of duties and tasks related to the installation and maintenance of telecommunication lines and equipment.

**III. PRIMARY DUTIES AND RESPONSIBILITIES**

- Installs various types of communication cables and wires. Tests and/or makes repairs to ensure installations meet line standards and requirements.
- Prepares and maintains accurate records for proper billing and cable inventory management.
- Confers with customers regarding request for emergency telecommunication equipment and circuits. Makes necessary repairs and replaces hardware and software as appropriate.
- Coordinates testing and maintenance of telecommunication circuits and cables as needed.
- Routinely uses independent judgment to diagnose and correct telecommunication problems. Installs and tests telecommunication terminal equipment and peripherals. Connects telecommunication circuits to ancillary hardware.
- May recommend equipment to be purchased to enhance existing capabilities.
- Keeps abreast of new technology.

*Note: This is not an inclusive list of duties and responsibilities.*

**IV. MINIMUM EDUCATION, EXPERIENCE, KNOWLEDGE, SKILLS, AND ABILITIES**

A high school diploma or GED and four years (FT) of related work experience OR, two years of post-secondary education and two years of (FT) related work experience. Must be knowledgeable of PBX telephone equipment and be able to troubleshoot maintenance and repair work orders. Must be able to distinguish 25 pair AT&T wire color-coding. Must be able to demonstrate an understanding of the local and NEC code requirements regarding the cabling infrastructure installation process. Excellent interpersonal, verbal and written communication skills.

**V. WORKING CONDITIONS**

May be required to work weekends and nights when necessary and to carry paging or cellular equipment for normal business activities and after normal working hour's response. Routine lifting is required when transporting equipment and supplies from inventory to field site; must be able to lift a minimum of 50 pounds. This position requires climbing stepladders for wiring and the occasional use of aerial equipment or ladders.

**VI. WSU TESTING/EXAMINATIONS REQUIRED**

None

**VII. CERTIFICATIONS OR LICENSURE(S) REQUIRED\***

Must pass certification for BiCSi certified Installer, within first three months of employment. Must possess a valid United States driver's license for at least one year and maintain eligibility to operate University motor vehicles.

**VIII. JOB SERIES**

21300

*This specification is intended to illustrate the level of complexity and kinds of job duties that may be assigned to positions with this classification title, and should not be interpreted to describe all the duties that may be included in a job description.*