

Wright State University
CLASSIFIED JOB SPECIFICATION
Telecommunication Support Specialist 2

I. JOB INFORMATION

Job Title: Telecommunication Support Specialist 2 (CS 18)

Job Class: 21314

FLSA Status: Non-Exempt

II. JOB SUMMARY

Under administrative direction and in accordance with accepted practices, uses independent judgment in performing a variety of duties and tasks related to the design and implementation of complex network topology's (LAN/WAN, Wireless, Switching, Access Control, CCTV) to meet desired outcomes based on solutions consisting of hardware, software, licensing, and engineering services.

III. PRIMARY DUTIES AND RESPONSIBILITIES

- Provide high level support for the university's enterprise-wide physical infrastructure.
- Provide technical support, installation and maintenance of various CCTV and Access Control technologies and the university's communications cable plant and pathways.
- Develop/maintain system documentation for all critical pathways and systems under their control.
- Perform advanced testing and troubleshooting for both copper and optical fiber installations.
- Implement appropriate job plan and scope of work as well as perform retrofits and upgrades for existing infrastructure.
- Completes job tickets to generate proper billing and cable inventory management.
- Uses detailed knowledge of electronics and telecommunications to diagnose and correct communication problems.
- Responds to customer requests for emergency, routine and remedial maintenance of telecommunication equipment and circuits. Repairs/replaces hardware/software as appropriate.
- Installs and tests telecommunication terminal equipment and peripherals. Connects telecommunication circuits to ancillary hardware.
- Coordinates testing and maintenance of telecommunication circuits and cables as needed.
- 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 five years of related work experience OR, two years of post-secondary education and seven years of related work experience. Related work experience should include experience with implementation and ongoing support and maintenance of campus-wide, and enterprise systems components, such as access control, CCTV, environmental management systems. Extensive fiber optic installation and termination experience to include demonstrated experience with fiber optic splicing equipment. 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, documentation, organization and detail orientation 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 be a BiCSi Certified Technician.

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.