WSU CLASSIFIED JOB SPECIFICATION
Telecommunications Support Specialist 2

I. Job Information

Classification Title: **Telecommunications Support Specialist 2 (CS19)**

Classification Number: **21314** 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 low-voltage communications cabling and other low voltage systems including access control, IP surveillance, and wired/wireless network hardware.

III. Primary Duties and Responsibilities

- Provide high level support for the university's enterprise-wide physical infrastructure and communications buildouts.
- Provide technical support, installation and maintenance of the university's low-voltage communications cabling.
- Support the design and implementation of various network topologies.
- 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 requires 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.
- Provide guidance and mentorship to junior team members, sharing knowledge and best practices.
- Keeps abreast of new technology.

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

IV. Minimum Education, Experience, Knowledge, Skills and Abilities

A high school diploma or GED and seven years of (FT) related work experience OR, two years of post-secondary education and five years of (FT) related work experience. Related work experience should include fiber optic, voice, and data cable, installation, maintenance and record keeping in a commercial environment. Fiber optic termination, splicing, and advanced troubleshooting and testing skills. Experience with access control and IP surveillance systems.

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 hours 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 step ladders for wiring and the occasional use of aerial equipment or ladders.

VI. WSU Testing/Examinations Required

None

VII. Certifications or Licensures Required

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.