



OHIO
UNIVERSITY

**Classification and Qualification
Standards**

**Telecommunications
Technician 2**

ADMINISTRATIVE/TECHNICAL ROLE

Career Series: Communications	Job Code: 11125 Grade: C	Date Established: 8/2001	FLSA Category: NON-EXEMPT
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JOB SUMMARY

Under direction, the full performance level Telecommunications Technician 2 adapts procedures and techniques to meet special needs, resolves most questions and problems, and refers only the most complex issues to higher-level technical staff. This classification requires considerable knowledge of installation and maintenance of telecommunications and/or electronic equipment in order to perform varying levels of complex tasks relating to voice, data, and video communication systems.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Installs, maintains, and troubleshoots voice and data network infrastructures, data connections, and security/vending systems.
2. Monitors operation of Wide and Local Area Network.
3. Configures network equipment to implement design specifications and configuration congruency.
4. Tests and certifies each installed connection.
5. Maintains logs, charts, diagrams and testing data.
6. Performs diagnostic and analysis procedures in troubleshooting and repair of network outages.
7. Conducts all wiring requirements.
8. Coordinates all orders from customer to vendor for installations, moves, changes, and cancellations.
9. Makes recommendations for services, price increases or decreases, market trends, and customer enhancements.
10. Performs other duties as assigned.

Worker Characteristics (knowledge, skills & abilities to perform the job duties)

Knowledge of telecommunications; installation and maintenance of telecommunication and/or electronic equipment; computer software (e.g., databases; diagnostic and networking software; Autocad; Visio; Excel; Word); computer hardware systems (e.g., PC systems; networking tools; testing equipment); computer operating systems (e.g., Windows; DOS; Macintosh; UNIX); computer diagnostic and repair techniques; Computer Wide Area Network (WAN); training and development techniques; and supervisory principles and techniques*. Skill in operation of computer; and peripheral machines (e.g., scanner; printer; modem). Ability to interpret technical material in books, journals, or manuals; troubleshoot telecommunication problems; and make telecommunication recommendations.

(*developed after employment)

Minimum education & experience required (including training, registration & licensure)

Completion of undergraduate core program in computer/technical related field to include instruction in telecommunications, computer software, hardware, and operating systems. 12 mos. training or 12 mos. experience in computer software, hardware, and operating systems, and installation and maintenance of telecommunications equipment. 9 mos. training or 9 mos. experience in computer diagnostic and repair techniques. 3 mos. training or 3 mos. experience in training and development techniques.

-Or 36 mos. training or 36 mos. experience in telecommunications, computer software, hardware, and operating systems. 9 mos. training or 9 mos. experience in computer diagnostic and repair techniques. 3 mos. training or 3 mos. experience in training and development techniques.

- Or equivalent of the education and experience listed above.

This job specification describes the general nature and level of work being performed by people assigned to this classification. Employees may perform some or all of these duties. Examples listed do not preclude the performance of other duties similar in nature or in level of complexity.