



OHIO
UNIVERSITY

Classification and Qualification Standards

Telecommunications Technician 3

ADMINISTRATIVE/TECHNICAL ROLE

Career Series: Communications	Job Code: 11126 Grade: F	Date Established: 8/2001 (Rev. 10/2001)	FLSA Category: NON-EXEMPT
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JOB SUMMARY

Under general direction, the advanced level Telecommunications Technician 3 has broad decision making authority and independence, and serves as a resource to others in the resolution of complex issues. This classification requires thorough knowledge of installation and maintenance of telecommunications and/or electronic equipment in order to lead lower-level Telecommunications Technicians in performing varying levels of complex tasks relating to voice, data, and video communication systems.

PRINCIPAL DUTIES AND RESPONSIBILITIES

1. Leads the installation, maintenance, and troubleshooting of voice and data network infrastructures, data connections, and security/vending systems.
2. Monitors operation of Wide and Local Area Network.
3. Documents and manages data network using complex software applications.
4. Configures network equipment to implement design specifications and configuration congruency.
5. Tests and certifies each installed connection.
6. Maintains logs, charts, diagrams and testing data.
7. Performs diagnostic and analysis procedures in troubleshooting and repair of network outages.
8. Conducts all wiring requirements.
9. Leads projects and advises customers on progress.
10. Coordinates all orders from customer to vendor for installations, moves, changes, and cancellations.
11. Makes recommendations for services, price increases or decreases, market trends, and customer enhancements.
12. Supervises and trains student employees.
13. 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., network management applications; Oracle; Visual Basic; CAD; databases; diagnostic and networking software; Autocad; Visio; Excel; Word); computer hardware systems (e.g., PC systems; networking tools; Cabletron and Cisco networking equipment); computer operating systems (e.g., Windows; DOS; Macintosh; UNIX; NT); computer diagnostic and repair techniques; project management*; 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 lead telecommunication projects.

(*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. 18 mos. training or 18 mos. experience in computer software, hardware, and operating systems, and installation and maintenance of telecommunications equipment. 18 mos. training or 18 mos. experience in computer diagnostic and repair techniques. 6 mos. training or 6 mos. experience in training and development techniques. 3 mos. training or 3 mos. experience in supervisory principles and techniques.

-Or 42 mos. training or 42 mos. experience in telecommunications, computer software, hardware, and operating systems. 18 mos. training or 18 mos. experience in computer diagnostic and repair techniques. 6 mos. training or 6 mos. experience in training and development techniques. 3 mos. training or 3 mos. experience in supervisory principles and 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.