



Telecommunications Assistant

Job Family: Information Technology	Sub Family: Infrastructure	Career Track and Level: TAS 1
Job Code: ITINFRASTRUCTURETAS1	Job Series: 30111	FLSA Category: NON-EXEMPT

Job Family

Information Technology: Provides reliable, secure, innovative, and customer-oriented information technology services and solutions to students, faculty, staff, and other members of the University community. Creates infrastructure, systems, strategies, programs, and services that leverage technology to fulfill the mission and objectives of the University. Information Technology at Ohio University includes Information Technology Support, Information Security, Networks and Infrastructure, Systems and Operations, Academic Technology and Information Systems, Business Applications and Services, Web Services, Project Management and Solutions, and related functions.

Sub Family

Infrastructure: Serves as a technical administrator for hardware, operating systems, and network management. Directs the implementation, operation, and support of the enterprise networks and communications systems. Manages the integration, provisioning, and procurement of voice, data, and video networking technologies.

Job Responsibilities

- Provides basic computing support and related services to customers by using standard procedures and documented processes.
- Installs and configures local area networks, voice, data, and video hardware.
- Monitors performance of networks using appropriate software and hardware tools.
- Delivers and sets up new workstations and other hardware following University recommended guidelines.
- Maintains and monitors production control systems; maintains monthly production schedule and makes appropriate changes as required. Maintains online system documentation and user report distribution; assists in editing and verifying procedures written by programmers.

Role

- Reflects most common entry point for this career track.
- Performs a relatively small number of tasks/duties by selecting correct processes from clearly prescribed rules and specific instructions.
- May supervise or oversee the work of student employees.



Impact and Complexity

- Performs job responsibilities following a defined standard output or set of procedures. May schedule and/or check the work of students.
- Work is closely supervised with limited opportunity for independent action or decision making. Exercises some judgment in planning and organizing own work but must adhere to specific time, process, and results standards.
- Work consists of tasks that are routine, or well-defined, with specific instructions to achieve standards.

Requirements

Knowledge of basic or commonly used technology procedures or equipment typically obtained by a high school degree or GED and no minimum technology support experience. An equivalent combination of education, training, and experience is acceptable. Specific knowledge, certifications, and licensure will apply at the position level.

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.