

The University of Akron
Classification Specification

Job Title:	Telecom Network Administrator	Job Code:	T43523
Job Function:	Staff	Grade:	218
Job Family:	Classified	FLSA:	Non-Exempt
SOC Description:	2000 Finance Accounting Division	Date:	1/08;1/04;7/00

Job Summary:

Responsible for the administration and maintenance (including back-ups) of the University's Enterprise Communications Server that also includes remote switch locations. Utilize and tailor software applications for call processing, evaluate telecommunications network performance and take corrective action and create reports upon request. Exercise independent judgment interpreting departmental policies and procedures in absence of Telecommunications Manager. Responsible for voice/data transmissions supporting distance learning, high speed network applications, ISDN and codec video-conferencing.

Essential Functions:

30% Analyze, tailor and implement ECS software in response to campus community. Supervise and/or coordinate repairs by vendors and/or University personnel.

25% Implement programming/software changes in PBX and voice mail

20% Evaluate performance of Telecommunications network and takes corrective action when necessary. Create system reports using database programs and spreadsheet applications.

15% Consult and advise users on telephone/voicemail other communication applications.

10% Represent the department at meetings with vendors and user groups.

Education:

Requires 18 months of education or training beyond high school.

Licenses/Certifications/Requirements:

Experience:

Requires a minimum of 4 years experience working with telephone switching systems. Knowledge of high-speed voice and data facilities, UNIX and DOS operating systems, programming languages, customer service, and fiber optic technology required. Strong communication, and computer skills required. Prior supervisory experience required. Knowledge of voice over IP technology preferred.

Leadership:

Direct supervision as a first-line supervisor over exempt staff (and non-exempt staff, if applicable).

Physical Requirements:

Moderate physical effort required involving long periods of standing, walking on rough surfaces, bending and/or stooping; periodic lifting of moderately heavy items (over 25 lbs. -- 50 lbs.).

Working Conditions:

Routine discomforts from exposure to moderate levels of heat, cold, moisture/wetness, noise and air pollution. May involve routine/occasional exposure to light chemical substances or hazards (radiation, chemicals, diseases, heights and moving parts).

The intent of this classification specification is to provide a representative summary of the types of duties and responsibilities that will be required of positions given this title and shall not be construed as a declaration of the specific duties and responsibilities of any particular position. Employees may be requested to perform job-related tasks other than those specifically presented in this description. The University requires that all University employees whose assigned duties include some involvement with The University of Akron's intercollegiate athletics program, comply with all relevant NCAA Bylaws in performing their work.