

Job Description

Job Title: Enterprise Communications Technician
Code: 15326
Salary Grade: 59
FLSA Status: Non-Exempt
Department/Division: OIT Communications Infrastructure Services
Reports To: OIT Manager - CIS

Summary

- Function: To provide advanced technical skills and abilities in the performance of voice and data telecommunications work.

- Scope: Responsible for communications systems of the tri-campus are by installing, operating, and maintaining voice and data telecommunication circuits and equipment.

Duties

- Typical:
1. Establishes voice networks by running, pulling, terminating and splicing cables following industry standards.
 2. Performs required switch programming to support the establishment of voice networks as necessary.
 3. Verifies service by testing circuits, equipment and alarms
 4. Monitors departmental work order system and performs daily work order updates and maintenance.
 5. Documents voice network by labeling and routing equipment and cables; Records configuration diagrams and specifications.
 6. Identifies and corrects reported voice network service degradations, escalating problems and outages.
 7. Assists with phone switch monitoring and alarm response as required.
 8. Keeps supplies ready by inventorying stock and assisting with inventory reconciliation.
 9. Maintains a safe work environment by following codes, standards, and legal regulations.
 10. Maintains customer rapport by listening to and resolving concerns as well as educating the customer in the use and function of telephone handsets.
 11. Coordinates departmental vehicle's registration, documents usage and coordinates required maintenance with Facilities.

- 12. Performs site surveys for requested cable installation to ascertain customer needs, including port availability and desired location.
- 13. Plans cable installations by studying customer orders, plans and manuals; Works with cabling contractor to create cost estimates for customer and deliver installation schedules to the customer.
- 14. Assists with voice/data port conversions as required.
- 15. Maintains cable infrastructure records in departmental database.
- 16. Performs maintenance and ensures cleanliness of all communications closets.
- 17. Updates job knowledge by participating in educational opportunities and reading technical publications.
- 18. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests while also exploring opportunities to add value to job accomplishments.
- 19. Performs other duties as assigned.

Education

Required	Preferred
High school diploma or GED. Completion of technical coursework in electronics and communication theory and equipment.	Completion of technical coursework in electronics and communication theory and equipment.

Other Requirements

Required	Preferred
Valid Texas State drivers license and meet the driver’s rating as established by UTSA.	N/A
Criminal Background Check (CBC).	

Experience

Required	Preferred
Three years of experience in the installation, maintenance, and repair of modern telephone systems and electronic equipment.	Four or more years of journeyman level experience in the communications and electronic fields including experience with an institutional computerized telephone system.

Equipment

Required	Preferred
Knowledge and skills in the use of electronic test equipment, hand tools, and microprocessors, and network equipment.	N/A

Working Conditions

Usual	Special
Ability to climb ladders and stairways and work on building rooftops of high elevation.	Ability to work in confined spaces such as ceilings, under floor crawlspaces, and manholes.
Ability to lift up to 40 pounds above head, with or without reasonable accommodation.	Some exposure to weather and potential occupational hazards.

Supervision

Received	Given
General supervision from the designated supervisor or Communications Manager.	Detailed instructions to employees assisting in the work.

Accuracy

Accuracy in using instruments, tools, and equipment

Security Sensitive

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.

Internal Control

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws, regulations, policies, and procedures are complied with.