

## University of Virginia Job Summary

<b>Job Code:</b>	<b>Job Title:</b>	Telecommunications Technician I
<b>UVA Survey Code:</b>	<b>UVA Survey Code Title:</b>	
<b>Pay Band:</b>	<b>Career Path:</b>	Network and Communication Field Engineering
<b>FLSA Status:</b>	<b>Management or Individual Contributor:</b>	Individual Contributor

**Position Summary:** Describe below the primary purpose and function of this job.

Provide system-level technical support of multi-user telecommunications system hardware and software, to include installation, analysis, operation, maintenance, training, and problem resolution.

**Key Roles & Responsibilities:** List up to 6 key roles and responsibilities of this job.

1. Install, maintain and repair voice and video telecommunication systems and telecommunication transport cables for the University. Perform equipment and line installations by interpreting service orders, circuit diagrams, facility plans, manuals, and technical specifications; ordering and gathering equipment, supplies, materials, and tools, assessing installation site; preparing an installation diagram.
2. Establish physical layer voice and data networks by running, pulling, terminating, and splicing cables; installing telecommunication jacks; establishing and testing installations and connections; coordinating with engineers and analysts.
3. Assign telephone numbers and PBX equipment line locations for service changes and new installations; perform any data entry necessary to activate and test installed equipment.
4. Verify and process work orders. Coordinate with technical support or engineering staff to ensure timely response and resolution to all outages.
5. Review, analyze and respond to all customer requests or inquiries related to moves, adds or changes to their telephone or voice mail service.
6. May provide training to end users in usage of telecommunication devices.

**Expertise:** Describe the requirement for knowledge and expertise about the subject area as well as how various parts of the University work together to achieve objectives. Explain the degree of understanding required of the industry and university environment.

Incumbent is required to have a basic understanding of his/her discipline including all required certifications as well as a basic understanding of the business environment of a large university system. Incumbent is expected to maintain currency of knowledge with respect to relevant state-of-the-art technology, equipment, and/or systems.

Incumbent should have entry-level knowledge of how a network operates and IP address management; electronics, circuit diagrams, schematics and network cable management; and installation and test procedures and tools.

**Problem Solving:** Describe the nature and complexity of the problems this position encounters on a recurring basis. Include information regarding the level of innovation required, if any, and include mention of environmental factors that may add to the complexity of resolving issues.

Incumbent will address routine problems and will use judgment in selecting among authorized procedures. Incumbent seeks assistance when guidelines are inadequate, significant deviations are proposed, or when unanticipated problems arise.

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**Nature & Area of Impact:** To what degree does this job affect the University (i.e., through interactions with faculty or students, making decisions, defining or setting strategy, etc.)? What is the breadth of the impact that this job has, either positive or negative (i.e., affects own team, department, function, business unit, entire university, etc.)?

Impact is typically limited to the team/department for which the incumbent works. Daily work quality can affect the productivity of students, faculty and/or staff.

**Interactions / Interpersonal Skills:** Describe the nature and level of interactions this job has with others, both internally and externally. Explain any specific interpersonal skills necessary to successfully perform this role (i.e., negotiation skills, represents business at external events or to governmental bodies, etc.).

Interactions are typically with fellow team members, but the incumbent may have interactions with assigned student, faculty, or staff clients. Incumbent should possess good verbal and written communication skills to convey technical guidance and information to users and to provide excellent customer service.

### Distinguishing Characteristics

Level 1: This is the entry-level job for the discipline.

- **Skills:** Level 1 incumbents are developing skills but possess a basic knowledge of the discipline from his/her education and/or training and a basic understanding of the University and its business environment.
- **Level of Work:** Level 1 work is generally routine in nature, with assignments provided at a task level, typically on a daily or short-term basis.
- **Supervision:** Level 1 incumbents work under immediate supervision, have minimal latitude for unreviewed actions/decisions. Level 1 incumbents have no supervisory responsibilities.
- **Interactions:** Level 1 incumbents typically have limited interactions with those outside his/her own team.
- **Focus:** Level 1 incumbents focus primarily on his/her own work quality and accuracy.

**Job Requirements And Qualifications:** Indicate the minimum and preferred education and experience for this job and any licenses and certifications required.

**Minimum Education:** Associate's Degree in related discipline or the equivalent combination of education and experience

**Preferred Education:** Associate's Degree in related discipline.

**Minimum Experience:** <1 year

**Preferred Experience:** 1-3 years

**Required Licenses/Certifications:**