



Position Title: Engineer, Telecommunications
Reports To: Director
Department: Telecommunications
Prepared By/Date: Javier Munoz/7-14-2010
Approved By/Date: Hollis Douglas/7-14-2010
Revised: Jennifer C. Brito/7-30-2010

Job Code: 3312-01E
Job Group: SNE
Salary Grade: 12
FLSA Status: Exempt

Summary:

The Engineer of the Telecommunications is responsible for the provisioning and maintenance of voice and data communications systems, including hardware and software, and problem solving.

Essential Duties and Responsibilities:

- Installs voice systems to service departmental needs.
- Maintains, repairs, and troubleshoots voice systems to ensure optimum service quality.
- Assists in repairing and troubleshooting of data systems to ensure optimum service quality.
- Performs other duties as assigned.

Knowledge, Skills and Abilities:

- Knowledge of Siemens, Avaya and Nortel products.
- Familiar with standard concepts, practice, and procedures in communications technologies.
- Ability to acquire new knowledge through formal training or on-the- job experience.
- Ability to understand and evaluate technical information related to the job.
- Ability to identify problems and determine the accuracy and relevance of information.
- Ability to use sound judgment to generate and evaluate alternatives and takes action.
- Ability to maintain strict quality standards and work with customers to assess their needs, provide information and assistance.
- Ability to resolve their problems and satisfy expectations.
- Ability to make sound, well-informed, and objective decisions.
- Ability to adapt in response to changing conditions and unexpected obstacles in the performance of assigned duties.
- Ability to show understanding, courtesy and tact for others, effectively dealing with individuals who are difficult or distressed.
- Ability to relate with people from varied background and be sensitive to cultural diversity, race gender, disability and other individual differences.
- Ability to understand the College's mission and functions, and how its social political, and technological systems and operates effectively within them.
- Ability to work in a multicultural and multiethnic environment.

Work Environment:

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

While performing the duties of this job, the noise level in the work environment is usually quiet.

Physical Demands:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is frequently required to stand and reach with hands and arms. The employee is regularly required to use hands to finger, handle, or feel objects, tools, or controls; and talk or hear. The employee is occasionally required to walk and sit.

Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

Essential Personnel:

This function/position has been designated as “essential.” This means that when the College is faced with an institutional emergency, employees in such positions may be required to remain at their work location or to report to work to protect, recover, and continue operations at the College.

Minimum Requirements:

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily.

- Associates degree and four (4) years of experience in the installation and troubleshooting of voice network (Siemens, and Avaya voice systems) or equivalent combination of education and experience.

ACKNOWLEDGEMENT

I have read and acknowledge receipt of a copy of my job description.

Signature

Date

Printed Name