



**Position Title:** Part-Time Telecommunications Programmer Specialist

**Job Code:** 8391

**Grade:** W4

**Reports To:** Voice Communications Manager

**FLSA:** Non-Exempt

**Job Description:**

The Part-Time Specialist provides technical support related to telecommunications services.

**Duties & Responsibilities:**

- Provides Front-line customer service support and assistance for the department such as handling customer complaints and questions, generating trouble tickets and work requests related to voice and data services, performs software moves, adds and changes
- Provides technical support to customer inquiries
- Performs data entry
- Prepares reports
- Conducts inventory control
- Performs other duties as assigned

**Essential Personnel:**

Non-essential

**Minimum Requirements:**

- One year of College (30 credits) from a regionally accredited institution and one year (1) of work experience in a related field or, equivalent combination of education and work experience in technology or related field
- Excellent written, organizational and communication skills
- Proficient knowledge and skill of Microsoft Windows applications
- Must possess effective interpersonal and customer service skills and the ability to interact with customers using tact, poise, patience, and courtesy
- Must be able to work up to 20 hours per week and have the ability to work in a fast-paced environment

**ACKNOWLEDGEMENT**

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

\_\_\_\_\_  
Signature

\_\_\_\_\_  
Date

\_\_\_\_\_  
Printed Name