



TEXAS WOMAN'S
UNIVERSITY™

DATE ISSUED: 07/12
FLSA: Exempt
PTO: VCS

JOB DESCRIPTION

TITLE

Telecommunications Engineer

JOB SUMMARY

Provides high-level of technical support to the entire University for telecommunications systems and sub-systems, via phone, computer access, and in person. The Telecom Engineer will also assist the Manager of Telecommunications & Network Infrastructure in providing quotes, making standard recommendations, and providing systems documentation. The Telecom Engineer studies, designs, engineers, constructs, installs, and coordinates changes and upgrades of telecommunications equipment, cabling infrastructure (CAT3, CAT5e, CAT6, Fiber Optic, and OSP), and facilities. The Telecom Engineer will direct users to appropriate Office of Technology teams for support, development and training; and communicates to their supervisor, end user issues and concerns. Work is performed under supervision of Manager/Director and performance is based upon completion of assignments and results obtained. The performance evaluation is conducted through the performance evaluation system and in accordance with the University Policies & Procedures.

ORGANIZATIONAL RELATIONSHIPS

Reports to: Manager, Telecommunications & Network Infrastructure

Supervises: No supervisory responsibilities

ESSENTIAL DUTIES - May include, but not limited to the following:

- Provides high-level of technical support to the entire University for telecommunications systems and sub-systems, via phone, computer access, and in person.
- Assists the Manager of Telecommunications & Network Infrastructure in providing quotes, makes standard recommendations, and provides system documentation.
- Studies, designs, engineers, constructs, installs, and coordinates changes and upgrades of telecommunications equipment, cabling infrastructure (CAT3, CAT5e, CAT6, Fiber Optic, and OSP), and facilities.

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- Analyzes, installs and maintains voice telephony (PBX, VoIP, ACD, and Call Accounting Systems), networking equipment, WIFI/WAN network to determine the most appropriate means of reducing, eliminating, and/or avoiding current and future problems and improve communications.
- Directs users to appropriate Office of Technology teams for support, development and training, and communicates to their supervisor, end user issues and concerns.
- May be required to travel and work a flexible schedule, including nights, weekends and holidays.

ADDITIONAL DUTIES

- Performs other duties as requested.

EDUCATION

Bachelor's degree required. Technology and network systems certifications preferred. Additional job related experience/and/or education may substitute for the required education on a year-for-year basis.

EXPERIENCE

Three years job related work in networking or telecommunications, education environment highly preferred.

REQUIREMENT

Regular and reliable attendance at the University during regular scheduled days and work hours is an essential function of this position.

KNOWLEDGE, SKILLS, AND ABILITIES - The following are essential:

Knowledge:

- The theories, principles, practices, methods, and techniques used in telecommunications and electronics engineering.
- Familiarity with inside plant and outside plant telecommunication infrastructure of design and installation in adherences to standards and practices established by the National Electrical Code (NEC).
- Familiarity with design principles, applications, and physics of telephony, LAN/WAN/WIFI network, and cabling infrastructure.

- Quality assurance concepts and procedures.

Skills:

- Preparing SOW bid documents for telecommunication quotes and proposals, makes standards recommendations, and provide system documentation.
- Maintain inventory for telecommunications material, equipment, and systems.
- Troubleshoot voice and data systemic issues, documenting issues, and resolving problems to completion.
- Proactively troubleshoot and implement solutions to ensure that all information systems, products, and services meet organization standards and end-user requirements.
- Configure, modify, backup, and restore telecommunications systems and sub-systems.

Highly Preferred:

- Experience as an administrator or installer of PBX, VoIP, ACD, Voicemail, and Call Accounting voice telephony systems.
- Experience on installation, designing, engineering, studying, constructing, and coordination of upgrades and/or changes of telecommunications equipment and cabling infrastructure (CAT3, Cat5e, CAT6, Fiber Optic, and OSP).
- Experience on planning and coordinating small to large projects and direct others to project completion. This includes interfacing with appropriate vendors, leading project meetings, task management, estimating, project timelines, resource allocation, prioritizing work, and managing projects.

Abilities:

- Complete complex technical projects, given detailed specifications.
- Work effectively under the supervision of others.
- Establish and maintain effective work relationships with students, faculty, staff, and the public.
- Communicate effectively orally, by phone, in person, and in writing.
- Represent the department and University in a friendly, courteous, and professional manner.
- Ability to use a personal computer and other office equipment, including related university software and email.

PHYSICAL DEMANDS

The physical demands described in the Essential Duties and below are representative of those that must be met by an employee to successfully perform the essential duties of the job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

The employee may be required to travel.

WORK ENVIRONMENT

All employees are responsible for maintaining an environment that is free from discrimination, intimidation, harassment, including sexual harassment. Work is performed primarily indoors in an office setting, but sometimes may be located in: mechanical closet, electrical closet, boiler room, basement, elevator machine room, crawl space, and steam tunnel. Daily exposure to PCs and networks.

SAFETY

TWU promotes a safe working environment. Employees are responsible for completing assigned tasks safely and efficiently, and supervisors are responsible for creating and maintaining a safe work environment. Employees must report any unsafe work conditions or practices, as well as any near-miss incidents, to their supervisor and Risk Management. Supervisors and employees should ensure that injury/accident reports are submitted to the Office of Human Resources and Risk Management within 24 hours of the incident.

The job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Employee Signature: _____ **Date:** _____

Employee Printed Name: _____

Texas Woman’s University strives to provide an educational environment that affirms the rights and dignity of each individual, fosters diversity, and encourages a respect for the differences among persons. Discrimination or harassment of any kind is considered inappropriate.

Texas Woman’s University is committed to equal opportunity in employment and education and does not discriminate on the basis of race, color, religion, gender, sex, sexual orientation, ethnic origin, age, veteran’s status, or against qualified disabled persons.

All positions at Texas Woman’s University are deemed security sensitive requiring background checks.

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