Definition of Class
Incumbent is the first line of support for the campus and their telecommunications needs. The incumbent also serves as receptionist, handles monthly and annual billings, and assists staff with troubleshooting and scheduling for the assigned area of Telecommunications. Work is conducted under the general supervision of the Associate Director, Telecommunications.

Examples of Work Performed
Performs administrative and clerical duties associated with the telecommunication operations of the University of Mississippi.

Maintains the long-distance, cable TV and local service databases, using computer to enter data using various software packages. Establishes long-distance accounts and assigns caller identification numbers, maintaining confidentiality and system security procedures; activates and de-activates caller services.

Resolves customer issues with long distance and cable TV billing.

Investigates fraud and other abuses of the long-distance system following established departmental procedures; attempts to resolve such cases through discussions with appropriate persons; requests assistance from campus police when necessary.

Enters and monitors work requests and notifications via SAP; resolves problems arising from the use of the long-distance system; interfaces with students, parents, and members of the faculty and staff; provides information verifying system usage.

Serves as backup receptionist for building; receives calls and visitors and routes to appropriate person or office.

Operates the central fax transmit and receive center; prepares forms for transmission calculates and assesses charges for use of fax equipment as a backup receptionist for the building.

Responsible for maintaining petty cash for Telecommunications in accordance with University guidelines and policies.

Establishes voice mail accounts and monitors the system on a daily basis. Processes applications; assists with training; and receives trouble calls.

Processes applications for cable television services on campus; completes and transmits reports regarding trouble with the television cable system.

Activates cable television services via Cable TV system.
Serves as backup operator to campus switchboard operators.

Performs monthly and annual billing duties for the accountant.

Serves as backup to the System Analyst during the monthly billing process.

Provides support for the department supervisors when they are in the field.

Supervises staff by assisting in troubleshooting, answering questions, and coordinating employee work schedules to cover the front desk.

Performs related or similar duties as required or assigned.

**Essential Functions**

These essential functions include, but are not limited to, the following. Additional essential functions may be identified and included by the hiring Department.

1. Maintains long-distance, cable TV and local service databases using various computer software programs.
2. Investigates abuses or problems of long-distance services and takes measures to resolve such cases.
3. Administers the voice mail system, and the cable television service for campus.
4. Supervises Telecommunications Service Specialists and Switchboard Operator(s).
5. Performs monthly and annual billing duties for the accountant and backup to the Systems Analyst.
6. Provides support to the department supervisors when they are in the field.

**Minimum Qualifications**

These minimum qualifications have been agreed upon by Subject Matter Experts (SMEs) in this job class and are based upon a job analysis and the essential functions. However, if a candidate believes he/she is qualified for the job although he/she does not have the minimum qualifications set forth below, he/she may request special consideration through substitution of related education and experience, demonstrating the ability to perform the essential functions of the position. Any request to substitute related education or experience for minimum qualifications must be addressed to the University of Mississippi's Personnel Department in writing, identifying the related education and experience which demonstrates the candidate's ability to perform all essential functions of the position.

**Physical Requirements:** These physical requirements are not exhaustive, and additional job related physical requirements may be added to these by individual agencies on an as needed basis. Corrective devices may be used to meet physical requirements.

**Physical Exertion:** The incumbent may be required to lift up to approximately 10 pounds.

**Vision:** Requirements of this job include close vision and color vision.

**Speaking/Hearing:** Ability to give and receive information through speaking and listening.

**Motor Coordination:** While performing the duties of this job, the incumbent is frequently required to sit; talk or hear; and reach with hands and arms. The incumbent is occasionally required to stand; and walk.
Experience/Educational Requirements:

 **Education:**
 Graduation from a standard four-year high school or equivalent (GED).

 **Experience:**
 Two (2) years of experience related to the above described duties.

**Interview Requirements**
Any candidate who is called to an agency for an interview must notify the Department of Human Resources in writing of any reasonable accommodation needed prior to the date of the interview.

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*The University of Mississippi is an EO/AA/Minorities/Females/Vet/Disability/Sexual Orientation/Gender Identity/Title VI/Title VII/Title IX/504/ADA/ADAP employer. The University complies with all applicable laws regarding equal opportunity and affirmative action and does not unlawfully discriminate against any employee or applicant for employment based upon race, color, gender, sex, sexual orientation, gender identity or expression, religion, national origin, age, disability, veteran status, or genetic information. The University of Mississippi is an “at will” employer. This job description does not constitute an employment contract or negate “at will” employment.*