JOB DESCRIPTION

Telecommunications Switch Specialist

Definition of Class
The incumbent in this position provides communication services for faculty, staff, and students, and assists in the operations of the telecommunication system at the University of Mississippi. This position reports to the Assistant Director of Telecommunications and is expected to perform duties with minimum supervision and participate in cross-functional projects as scheduled.

Examples of Work Performed
Performs complex and minor repairs to all equipment associated with the operation of the University's telecommunications system such as: The PBX Processing Units, PC-Based interfaces, and networking equipment related to PBX and KSU’s, the ancillary equipment and all Digital, key, and single line telephone sets.

Searches out and identifies problems associated with the system and makes necessary upgrades and repairs to correct problems.

Coordinates the installation of University telephones and equipment to cables and lines supplied by outside vendors.

Installs, moves, and performs other changes to telephone equipment.

Assists in maintaining current inventories and supporting information/documentation of telephone equipment owned or leased by the University.

Consults with appropriate members of the University faculty and staff concerning telephone service.

Makes recommendations concerning efficiency, effectiveness, and planning of departmental telephone systems.

Maintains interface with professional and technical personnel associated with the telecommunications industry; maintains current manuals and informational materials applicable to work performance.

Provides coverage for “on–all” emergencies after hours, as needed.

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. Identifies problems associated with the operation of the University's telecommunications system and transmission facilities and perform repairs to equipment.

2. Responsible for the advanced installation, operation and maintenance of switching, data communications and peripheral equipment associated with the telephone switch.
3. Coordinates installation, testing and troubleshooting of transmission facilities.

4. Assists in maintaining inventories and support information on telephone equipment owned/leased by the University.

5. Consults with University staff concerning telephone service, ensuring quality customer services and providing support to a carried user community.

6. Maintains interface with professionals in the telecommunications industry and maintains current manuals and information on the industry.

7. Maintains all upkeep with PBX system as well as other servers within Telecommunications.

**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 Department of Human Resources 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 100 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 use hands to finger, handle or feel objects, tools, or controls. The incumbent is occasionally required to stand, sit or walk; reach with hands and arms; and to stoop, kneel, crouch or crawl; and to climb or balance.

**Experience/Educational Requirements:**

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

AND

**Experience:**
Two years experience related to the above described duties.

**Interview Requirements**
Any candidate who is called 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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