Definition of Class
This is a supervisory position in which the incumbent provides communication services for faculty, staff, and students. Incumbent maintains work assignments and reviews work in progress and completed work of subordinate employees. Incumbent assists in training new personnel. Incumbent is responsible for upkeep of the PBX System for the university as well as maintaining all databases for Telecommunications. This position reports to the Director of Telecommunications.

Examples of Work Performed
Supervise the work and performance of support staff.
Assigns work to subordinates and evaluates work performed.
Maintain department databases and all paperwork associated with those databases.
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 KSUs, the ancillary equipment and all Digital, key, and single line telephone sets.
Searches out and identifies problems associated with the system.
Coordinates the installation of University telephones and equipment to cables and lines supplied by outside vendors.
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 such as: 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.
On call for emergencies after hours.
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. Maintain all upkeep with PBX system as well as other servers within Telecommunications.
2. Supervise Support Staff.
3. Maintain department databases and all paperwork associated with those databases.
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:**
  Four (4) 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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