

MORGAN STATE UNIVERSITY JOB SPECIFICATON



TELEPHONE SYSTEMS SPECIALIST

Class Code: N1130

FLSA Code: N/E (Non-Exempt)

Pay Range: 07

JOB SUMMARY

Under general supervision, coordinates installation and repair of telephone system services and functions as a contact person with telecommunications vendors.

PRIMARY DUTIES

1. Processes requests for installation, repairs and telecommunications modifications.
2. Provides information and assistance to users for voice and data service inquiries and problems including services available, associated costs, procedures for requesting service and policies regarding telecommunications.
3. Monitors and troubleshoots sources of disruptions to service using diagnostic procedures and system diagnostic tools. Corrects telecommunications problems using on-line telecommunications software.
4. Schedules and coordinates repairs to equipment and software.
5. Installs, modifies, or removes primary telecommunications voice features and equipment utilizing automated system software programs. Interprets user hardware requirements and coordinates provision of service.
6. Enters information into computerized management systems and telecommunications system databases.
7. Processes non-technical service requests such as telephone calling cards, telephone inventory and accounting unit related changes.
8. Monitors quality control on user service requests.

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9. Coordinates service with local and long distance exchange carriers.
10. Monitors and modifies physical facility utilization and inventory and provides for charge-back billing. Verifies monthly telephone billing statements and resolves any discrepancies.
11. Operates telecommunications equipment including analog and digital telephones.

Note:

The intent of this list of primary duties is to provide a representative summary of the major duties and responsibilities of this job. Incumbents perform other related duties assigned. Specific duties and responsibilities may vary based upon departmental needs.

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: Three years in telephone operations which involved the processing of service requests with a computerized telephone system.

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Thorough knowledge of telecommunications equipment, software and service; of telephone information call handling procedures. Skill in the use of keyboards and basic communication software; in listening techniques for interpreting caller requests. Ability to apply telecommunications policies and procedures accurately and rapidly to resolve telephone service problems; to speak clearly and effectively; to interact with callers in a pleasant and courteous manner and maintain poise under pressure.

OTHER:

Except for qualifications established by law, additional related experience and formal education in which one has gained the knowledge, skills, and abilities required for full performance of the work of the job class may be substituted for the education or experience requirement on a year-for-year basis with 30 college credits being equivalent to one year of experience.