



Savannah State University Position Description – Telecommunications Coordinator

POSITION DESCRIPTION

Position Title: Telecommunications Coordinator FLSA Status: Exempt

Reports to: Technology Support Manger

Department: Computer Services and Information Technology

Date: June 2003

Prepared:

BASIC FUNCTION

This position is responsible for maintaining the reliability and integrity aspects of campus telecommunications services primarily but not limited to voice. Acts as University liaison for day-to-day voice and data service for adds, moves, changes, trouble reporting, wireless phones and paging to include renovation service and new construction service.

NATURE & SCOPE

Reporting to the Technology Support Manager, this position is accountable for reliability and integrity of campus telecommunications including voice and data. The most important duties are those that ensure the smooth operations of the voice systems on campus while adhering to University policies and procedures and budget controls. This position also has a role in security for the telephone system. Fraud, illegal use of the phone and harassing and threatening calls are all handled through this office. There is also a measure of student involvement when new residents arrive on campus when the new housing is added.

Time constraints are a challenge to this position, when dealing with service orders and trouble repairs. When the liaison companies are needed, the incumbent must work on their time schedules which may not be the efficient way.

PRINCIPAL ACCOUNTABILITIES

- Facilitates the day-to-day voice and data, adds, moves, and changes including wireless phones and pagers, service and acquisition.
- Troubleshoots and reports to GTA troubles that require a site visit by technician as needed.
- Acts as a liaison between telecom vendors and the University.
- Audits monthly telecom bills to maintain annual telecom budgets and making appropriate recommendations.
- Coordinates telecom efforts for ad hoc events such as sporting events, concerts, and setting up conference calls.

SPECIALIZED KNOWLEDGE AND EXPERIENCE REQUIRED

This position requires a four-year college degree.