

# The University of Texas at San Antonio

## Job Description

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Job Title: Telecommunications System Specialist  
Code: 15327  
Salary Grade: 57  
FLSA Status: Non-Exempt  
Department/Division: Telephone Services/Information Technology  
Reports To: Director of Telecommunications

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## Summary

- **Function:** To provide clerical support as well as specialized phone software translations using system administration terminals.
- **Scope:** Responsible for assisting in the supervision of telephone operations and for training University staff users or switchboard/telephone operators about telephone system procedures and functions.

## Duties

- **Typical:**
  1. Performs telephone station programming on University telephone switches and the voice mail adjunct using system administration terminals.
  2. Coordinates with departments regarding software modifications.
  3. Maintains records on the telephone system, and voice mail.
  4. Updates the call accounting and telephone IDT software databases.
  5. Receives and evaluates telephone problem calls and performs basic troubleshooting.
  6. Trains campus users on telephone system and voice mail procedures and functions.
  7. Trains switchboard operators and provides guidance as required. Relieves the switchboard operator.
  8. Performs other duties as assigned.
- **Periodic:**
  1. Attends training seminars.

## Education

Required	Preferred
High school graduation or GED.	N/A

***Other Requirements***

<b>Required</b>	<b>Preferred</b>
Able to use effective judgment to handle emergency situations.	N/A
Excellent communication skills.	
Criminal Background Check (CBC)	

***Experience***

<b>Required</b>	<b>Preferred</b>
Two years of office experience with extensive telephone usage or experience in a telecommunications environment. Experience dealing with the public over the telephone.	Experience using a PBX switchboard.

***Equipment***

<b>Required</b>	<b>Possible</b>
Personal computer and standard office equipment.	System administration terminals and switchboard console.

***Working Conditions***

<b>Usual</b>	<b>Special</b>
Usual office conditions.	N/A

***Supervision***

<b>Received</b>	<b>Given</b>
General supervision and directions from designated supervisor.	None.

***Accuracy***

Proficiency in all phases of the duties performed.
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***Security Sensitive***

Specific job requirements or physical location of some positions allocated to this classification may render the position security sensitive, and thereby subject to the provisions of section 51.215 Texas Education Code.
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***Internal Control***

Within the scope of position duties, responsible for seeing that operations are effective and efficient, assets are safeguarded, reliable financial data is maintained, and applicable laws,
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regulations, policies, and procedures are complied with.