



Technician Telecommunications & Security

Reports To, Superintendent or Project Manager, Telecommunications/Security

Job Purpose:

To provide telecommunications & security equipment installation.

Description of Duties and Tasks Essential duties and responsibilities include the following. Other duties may be assigned. Required

1. May train other Telecommunications & Security Technicians.
2. Installs, troubleshoots, and repairs telecommunications equipment and data/voice cabling including computer and telephone lines, Voice over IP (VoIP) equipment, cabling for fiber optic and cable TV, Ethernet switches, and battery packs; installs, programs, and moves telephones. Serves as a lead to other Telecommunications Technicians.
3. Directs the daily workflow of the 3D Tech Telecommunications & Security Technician workgroups. Monitors work orders and trouble tickets. Dispatches Telecommunications Technicians and clears trouble tickets.
4. Responds to Help Desk, Information Technology and/or supervisor requests; repairs or resolves telecommunications problems; services telecommunications equipment both on and off campus.
5. Orders parts and controls inventory for the telecommunications/security project area.
6. Documents and maintains all Telecom closets and equipment rooms including labeling telephone, computer or cabling & security equipment, and cleaning and securing all closets/rooms.
7. Works with vendors to identify issues and determine proper resolution.
8. Provides assistance to the Superintendent and Project Manager, as needed.
9. May conduct site visits on behalf of the Project Manager and or superintendent to inspect work of other technicians.

Knowledge Must possess required knowledge and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed. Required

- Wiring, telephones, security and data communications equipment.
- Knowledge of BOSCH and AXIS systems.
- Installation and repair processes for communications equipment and cabling.

- Troubleshooting methods and testing devices.
- Cable plant construction and cable splicing.
- Schematics and blueprints.

Skills Must possess required skills and be able to explain and demonstrate, with or without reasonable accommodations, that the essential functions of the job can be performed. Required

- Maintaining an established work schedule and providing on-call assistance, including nights, weekends, and/or holidays.
- Effectively handling conflict and uncertain situations.
- Ability to train others.
- Effectively using interpersonal and communications skills including tact and diplomacy.
- Effectively using organizational and planning skills with attention to detail and follow through.
- Installing and maintaining telecommunications equipment and cabling.
- Responding to requests and resolving telecommunications problems.
- Maintaining telecom closets and equipment room.
- Reading floor plans, blueprints, schematics, and other technical drawings.
- Ordering parts and controlling inventory.
- Maintaining confidentiality of work related information and materials.
- Establishing and maintaining effective working relationships

Computer Skills Required

- Demonstrated proficiency using standard office software applications as well as administration of instructional technology and telecommunications hardware, servers, network systems including video and wireless, database management systems, and providing technical support for desktop systems.

Physical Requirements Required

- May be subject to climbing ladders and working in tight spaces.
- Occasional lifting of objects up to 50 pounds
- Subject to standing, walking, sitting, bending, reaching, kneeling, pushing and pulling
- Work is primarily performed in a standard office environment

Work Experience Required

- Two years' work experience in installation and repair of electronic telephone systems or network data telecommunications cable plant.

Education Required

- High School diploma or equivalent.

Licenses/Certifications Required

- Valid driver's license.

Safety Required

- Work safely and follow safety rules. Report unsafe working conditions and behavior. Take reasonable and prudent actions to prevent others from engaging in unsafe practices.