



University System of Maryland Job Class Specification

TITLE: IT TELECOMMUNICATIONS ASSISTANT
FLSA: NONEXEMPT
EEO6: H50
IPEDS-SOC: C-492022

JOB CODE: N10ITA
JOB TYPE: SYSTEMWIDE
JOB FAMILY/SERIES: COM TEL

APPROVED BY: Chancellor's Designee:
Donald Tynes, Director of Human Resources

EFFECTIVE DATE: 7/1/2001

JOB SUMMARY

Under direct supervision, assists with non-complex assignments in the installation, troubleshooting, testing, maintenance and design of communication systems including data, voice, video and networks.

PRIMARY DUTIES

1. Assists with installation of communication systems devices & services such as fiber optic & twisted pair cabling; interface equipment such as modems, multiplexers, concentrators & related software.
2. Performs tasks such as pulling, splicing, terminating and testing cables and devices following specific instructions.
3. Assists in ensuring reliability of facilities and services by monitoring operational levels, documenting services and facilities, & making follow-ups to ensure problems are resolved. Adheres to policies & procedures relating to physical security system.
4. Assists clients in the use of equipment and services and communicates with vendors on non-complex service related issues.
5. Performs administrative duties associated with the ongoing operation and support of communication systems such as billing, customer assistance, and inventory.
6. Operates and maintains tools and equipment of the trade. Cleans work area upon completion of project.

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.

N10ITA - SYSTEMWIDE - IT TELECOMMUNICATIONS ASSISTANT

Page 2

MINIMUM QUALIFICATIONS

EDUCATION: High School Diploma or GED.

EXPERIENCE: One year related experience.

OTHER:

REQUIRED KNOWLEDGE/SKILLS/ABILITIES

Working knowledge of the fundamental principles of telecommunication systems. Ability to work in, on, around, under, and over fixed equipment and machinery; to lift and transport telecommunications supplies and equipment; to work in confined spaces; to communicate effectively both orally and in writing; to work effectively with others; to operate computers, communication systems equipment and other mechanical lifting and moving equipment; to use hand tools and test equipment; to wear and work in personal protective equipment; to distinguish colors and color combinations.

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.

CONDITIONS OF EMPLOYMENT

Candidates selected for employment may be subject to medical inquiries and/or medical examinations to determine ability to perform the job. Valid Maryland Non-commercial Class C or equivalent driver's license may be required. May be required to be on-call and carry a pager. May be required to be trained to work with asbestos.