



Job Title: Voice and Data Cabling Technician

Wage/Hour Status: Non-Exempt

Reports to: Director of Network Infrastructure and
Communications

Pay Grade: Technician IV

Dept./School: Technology Services

Primary Purpose:

Establish communications systems including installing, operating, and maintaining voice and data telecommunications network circuits and equipment.

Qualifications:

Education/Certification:

Bachelor's degree in computer science or related field preferred

Special Knowledge/Skills:

Knowledge of telecommunications systems engineering
Knowledge of Cisco Voice over IP (VoIP) networking and connectivity
Cisco routers, network electronics, and call manager (Unity)
Strong organizational, communication, and interpersonal skills
Ability to implement policy and procedures

Experience:

- Cisco VoIP phone models 7821, 7841, 8851, 8831, 8845, 8865
- Analog Telephone Adaptors and Unified Survivable Remote Site Telephony (U-SRST)
- Unified communications
- Network and cabling installations and VoIP troubleshooting and deployments

Major Responsibilities and Duties:

1. Maintain communications systems including installing, operating, and maintaining voice and data telecommunications network circuits and equipment by installing, repairing, programming, and upgrading cable infrastructure.

2. Perform major and minor preventive maintenance and repairs by troubleshooting cabling system and data and voice service issues.
3. Identify, track and remove abandoned cable. Diagnose and correct copper wire problems.
4. Test newly installed or relocated cable in accordance with established procedures.
5. Determine closet and equipment layouts and installed closet hardware including backboards, connecting blocks, racks, and network equipment.
6. Operate, maintain, and organize company vehicle
7. Plan network installations by analyzing customer service requests and service needs.
8. Establish voice and data networks by running, pulling, terminating, and splicing cables and establishing connections.
9. Verify service by testing circuits, equipment, and escalating problems.
10. Document network by labeling and routing equipment and cables; recording configuration diagrams and specifications.
11. Maintains customer rapport by listening to and resolving concerns and answering questions.
12. Maintains safe work environment by following codes, standards, and legal regulations.
13. Updates job knowledge by participating in educational opportunities; reading technical publications.
14. Enhances department and organization reputation by accepting ownership for accomplishing new and different requests; exploring opportunities to add value to job accomplishments.

Working Conditions:

Mental Demands/Physical Demands/Environmental Factors:

Frequent districtwide travel and occasional statewide travel; occasional prolonged and irregular hours.

The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities and duties that may be assigned or skills that may be required.

Approved by _____ Date _____

Reviewed by _____ Date _____