
Job Title: IT Communication Technician**Location:** Main Office**Department:** Information Technology**Job Status:** Full-Time**Reports To:** Network Supervisor**Job Grade:** 206**Pay Status:** Non-Exempt**Date Created/Updated:** 2/21/2023

Position Summary

The IT Communication Technician provides oversight and management of NBU communication systems, to include telephone, cellular, fiber optics and radio systems.

Essential Duties & Responsibilities

- Telephone System management
 - Manage user functionality i.e. making and receiving calls, voicemail, forwarding
 - Create new lines as necessary
 - Manage Contact Center system for call record-keeping
 - Manage groups, queues, and messages and on-hold music connections
 - Open, troubleshoot and elevate support tickets as necessary
 - Ensure connectivity of devices and softphones
 - Request new devices as necessary
 - Elevate tickets to vendor support when necessary
 - Work with vendors to ensure vulnerability mitigation on telephony services
 - Cellular devices and service
 - Use Mobile Device Management (MDM) software to provide security and functionality for all NBU mobile devices
 - Assign, track and maintain records for devices assigned to users
 - Ensure new devices are ordered and old ones disabled as needed
 - Manage mobile app deployment as needed
 - Maintain cellular connections through providers
 - Request new devices and connections as necessary
 - Manage and deploy OS patches and updates for mobile devices
 - Fiber
 - Assist GIS with maintaining maps and spreadsheets
 - Assist Sub Station department with updating connections and records
 - Manage company's fiber master plan
 - Include planning an installation for new sites
 - Assist with scheduling maintenance and repair operations
 - Radios
 - Maintain FCC licenses for frequencies used by NBU
 - Coordinate repairs and new installations
 - Track devices assigned to users and vehicles
 - Audio/Visual
 - Deploy A/V equipment as necessary
 - Maintain A/V equipment
 - Make recommendations for new A/V equipment based on requirements
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Formal Education and Work Experience Requirements

Degree/Diploma Obtained: Some College

Field of Study: Information Technology

Work Experience Time Frame: One Year or More

Other: None

Certification and Licensures Requirements

None

Other Minimum Qualifications

None

Knowledge of Computer Software

	No Knowledge	Beginner	Intermediate	Expert
Arc GIS	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
AutoCAD	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Crystal Reports	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Access	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft Excel	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Word	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>
Microsoft Publisher	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Microsoft PowerPoint	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other Software Knowledge

Avaya Aura System Manager; Mobile Iron; ArcGis Fiber Viewer

Experience with Machines, Tools, Equipment and Other Work Aids

Fluke ethernet cable tester, OTDR Fiber optic cable tester

Physical Demands

Standing: Occasionally

- Making Presentations
- Observing Work Sites
- Observing Work Duties
- Communication with Co-Workers

Fine Dexterity: Constantly

- Computer Keyboard
- Telephone Keypad
- Calculator
- Calibrating Equipment

Walking: Occasionally

- To Other Departments/Office/Office Equipment
- Around Worksite

Carrying: Occasionally

- Supplies
- Equipment
- Files

Sitting: Constantly

- Desk Work
- Meetings
- Driving

Reaching: Frequently

- For Supplies
- For Files

Noise and Vibration (sufficient to cause hearing loss)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Hazards (High voltage, dangerous machinery, aggressive Customers)	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Health and Safety Conditions

	Never (Never Occurs)	Rarely (Less than 1 hour per week)	Occasionally (1/3 or more of the time)	Frequently (From 1/3 to 2/3 of the time)	Constantly (2/3 or more of the time)
Mechanical Hazards	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Chemical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Electrical Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Fire Hazards	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Explosives	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Communicable Diseases	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Physical Danger or Abuse	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: None

Primary Work Environment: Office Environment

Other: Outside fiber pedestals

Overall Strength Demands

- Sedentary - Exerting up to 10 pounds occasionally or negligible weight frequently, mostly sitting
 - Light - Exerting up to 20 pounds occasionally, 10 pounds frequently, walking or standing often
 - Medium - Exerting 20 - 50 pounds occasionally, 10 - 25 pounds frequently, or 10 pounds constantly
 - Heavy - Exerting 50 - 100 pounds occasionally, 25 - 50 pounds frequently, or 10 - 20 pounds constantly
 - Very Heavy - Exerting 50 pounds constantly
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Non-Physical Demands

	Never	Rarely	Occasionally	Frequently	Constantly
Time Pressure	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Emergency Situations	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Frequent Change of Task	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Irregular Schedule/Overtime	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Performing Multiple Tasks Simultaneously	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Working Closely with Others as Part of a Team	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>
Tedious or Exacting Work	<input type="checkbox"/>	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>
Noisy/Distracting Environment	<input type="checkbox"/>	<input checked="" type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>	<input type="checkbox"/>

Other: None

Employee Statement of Understanding

THIS JOB DESCRIPTION DOES NOT CONSTITUTE AN EMPLOYEE AGREEMENT BETWEEN NEW BRAUNFELS

UTILITIES (NBU) AND THE EMPLOYEE. Nothing in this position description restricts NBU's ability to assign, reassign or eliminate duties and responsibilities of this job at any time.

I HAVE READ AND RECEIVED A COPY OF THIS JOB DESCRIPTION.

Employee's Signature

Employee's Printed Name

Date