

STATE OF WISCONSIN
CLASSIFICATION SPECIFICATION

ADMINISTRATIVE TELECOMMUNICATIONS SPECIALIST

I. INTRODUCTION

A. Purpose of This Classification Specification

This classification specification is the basic authority under Wis. Admin. Code ER 2.04 for making classification decisions relative to present and future professional positions which function as an Administrative Telecommunications Specialist. This classification specification is not intended to identify every duty which may be assigned to positions, but is intended to serve as a framework for classification decision making in this occupational area.

Classification decisions must be based on the “best fit” of the duties within the existing classification structure. The “best fit” is determined by the majority (i.e., more than 50%) of the work assigned to and performed by the position when compared to the class concepts and definition of this specification or through other methods of position analysis. Position analysis defines the nature and character of the work through the use of any or all of the following: definition statements; listing of areas of specialization; representative examples of work performed; allocation patterns or representative positions; job evaluation guide charts, standards or factors; statements of inclusion and exclusion; licensure or certification requirements; and other such information necessary to facilitate the assignment of positions to the appropriate classification.

B. Inclusions

This classification encompasses professional positions which function as Administrative Telecommunications Specialists. Positions allocated to this classification are responsible for the day-to-day telephone and related equipment services for a campus or agency with complex telecommunication systems.

C. Exclusions

Excluded from this classification are the following types of positions:

1. Positions which do not spend the majority of their time (50% or more) performing professional Administrative Telecommunications Specialist duties.
2. Positions which do not meet the statutory definition of professional as defined in Wis. Stats. 111.81(15).
3. Positions which spend the majority of their time performing IS Telecommunication Professional duties.
4. Positions which spend the majority of their time performing Electronic Technician duties.
5. All other positions which are more appropriately identified by other classification specifications.

D. Entrance Into This Classification

Employees enter positions by competitive examination.

II. DEFINITION

ADMINISTRATIVE TELECOMMUNICATIONS SPECIALIST

Positions allocated to this classification are responsible for the day-to-day telephone and related equipment services for their campus or agency.

Duties performed on a **Campus** include any combination of the following duties with the identified or comparable systems: administering the Audix system, Centrex-Mate, or FoxPro database; administering the Maintenance and Administration Panel, terminal change, and facilities for a privately owned telephone switch; maintaining the automated telephone line inventory data base; administering the voice mail system; coordinating the telephone purchases, equipment, adds, moves, changes and services; investigating telecommunication resources, reviewing strategic plans or proposals, and providing financial information; administering the pay phone or other contracts; instructing users on equipment usage; troubleshooting problems or coordinating with vendors and phone companies; auditing or overseeing the billing systems; providing faculty and staff directory information; and interfacing with Information System staff as needed.

Duties performed in an **Agency** include any combination of the following duties with the identified or comparable systems: Checking and making changes to the Centrex system through the Ameritech database; working with agency staff to determine new phone services required and with phone companies to obtain the appropriate equipment; coordinating the scheduled installation of phone systems and the maintenance and repair of physical equipment; troubleshooting routine problems and coordinating with telephone companies, vendors, and DOA when required; auditing and processing telephone invoices/bills; and coordinating with department IS and purchasing work units as needed.

Positions included in this classification may have some additional responsibilities with: 800 line service, 911 features, calling card service, cellular phone service, single and multi-line telephones and systems, beeper service, overseeing LTEs or students, private branch exchange, digital key service telephone systems, integrated services digital network telephone systems, analog key service telephone systems, integrated services digital network, automated and call queuing systems, and other comparable systems or services.

III. QUALIFICATIONS

The qualifications required for these positions will be determined at the time of recruitment. Such determinations will be made based on an analysis of the goals and worker activities performed and by an identification of the education, training, work, or other life experience which would provide reasonable assurance that the knowledge and skills required upon appointment have been acquired.

IV. ADMINISTRATIVE INFORMATION

This classification was created as a result of the Professional Program Support Survey which was implemented effective August 2, 1998 and was announced in Bulletin CC/SC-90. These positions were formerly classified as Administrative Assistants.