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| GEORGETOWN UNIVERSITY | | PIN: |
| INFORMATION TECHNOLOGY POSITION DESCRIPTION | | Date: |
| CLASS TITLE: OPERATIONS/TELECOM CUSTOMER SERVICE | | |
| Functional titles: Systems Operator; Shift Supervisor | | |
| Please check one: <input type="checkbox"/> New <input type="checkbox"/> Revised <input type="checkbox"/> Updated for files only | | |

A. General Information:

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| Name of Incumbent: | | |
| Class Code: 2272 | Departmental Position Title: | |
| Supervisor (Name, Title and Phone): | | |
| Home Dept.#: | Dept. Name: | |
| Cost Center(s): | | |
| Is this a Term position? | <input type="checkbox"/> Yes <input type="checkbox"/> No | If Yes, Exp. Date: |
| Number of months per year: | Number of hours per week: | |

B. Position Summary: *This should explain why the position exists.*

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| <input type="checkbox"/> Operates System Attendant Console, Paging System Console, and all associated Telecommunications equipment to provide Information and Paging Services for the University, Hospital, Medical Center, Jesuit Community, and Student Community. Assumes duties as “after hours” helpdesk and emergency call handling for all voice, video, and paging system outages. <input type="checkbox"/> Shift Supervisor level reports directly to the Systems Operations Supervisor and is responsible for the overall day to day shift responsibilities within the Operations Center, which includes: assigning workload assignments and ensuring that all facets of Operations Centers activities are covered during the shift. |
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C. Organizational Characteristics: *Please attach organizational chart.*

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| Organizational Unit: |
| Reporting Responsibilities: |
| Supervisory Responsibilities: |

D. Principal Accountabilities: *Indicate percentage of effort (time) required. Percentages must equal 100%. You must check whether an accountability is Essential (E) or Non-Essential (NE) for Americans with Disabilities Act purposes. Please check whether task is performed (D)aily, (W)eekly, (M)onthly or on a (P)eriodic basis.*

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| <input type="checkbox"/> 1. (%) | Operates System Console | |
| <input type="checkbox"/> E <input type="checkbox"/> NE | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Process an average of 80 incoming and outgoing calls per hour. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensures proper procedures are followed for billing long distance calls to appropriate cost centers. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Establishes conference calls as requested by the University, Medical Center, Hospital, or Jesuit Community. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Performs message center procedures for the Jesuit Community |

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| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Provide information to callers from reference material or system terminals including University & Hospital Staff office numbers, Patient location, and Student telephone numbers. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Performs duties with knowledge of FCC rules & regulations, and patient confidentiality requirements. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Performs duties in accordance with University and Operations Center Policies & Procedures. Ensures all necessary documentation is properly prepared for the shift log. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensures all system equipment is functioning properly during shift and reports any malfunctioning equipment to the shift supervisor. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Assists in accepting problem calls from operator referral or direct to supervisor's line |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Monitors quality of staff performance during shifts ensuring policy compliance. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Provides System Operator training for new employees and advanced training for senior systems operators. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | |
| <input type="checkbox"/>2. (%) | Operates Paging Console to Provide Paging Services to the University Community. | |
| <input type="checkbox"/> E <input type="checkbox"/> NE | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Process an average of 80 page requests per busy hour. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Provides coverage of services for Emergency Centrex Phones, internal emergency lines, STAT lines, and Patient Care Information lines. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Process Emergency "Code" Pages to predetermined pagers within the Hospital Staff. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Demonstrates knowledge of all paging procedures to include programming of pagers, and performing system operational checks periodically. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Knowledgeable in the use of the TTY for the Hearing Impaired. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Performs "Group Code Page" test twice daily and assures that all tests are properly documented. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensures all system equipment is functioning properly during shift and reports any malfunctioning equipment to the shift supervisor. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Perform administrative functions for emergency swap out of pagers by accessing the paging system Admin database. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensure all "on call" schedules are properly updated and that current schedules are received from all Hospital Departments in a timely manner. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | |
| <input type="checkbox"/>3. (%) | Provides Emergency Response Support to the University Community | |
| <input type="checkbox"/> E <input type="checkbox"/> NE | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Performs duties as the emergency notification in accordance with emergency procedures set forth by the Emergency Preparedness Committee |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Monitors alarm signals and Help Lines and notifies appropriate Hospital or University personnel. |

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| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Acts as the University Community’s information dissemination point during Disaster Alerts, Bomb Threats, Premise Fires, and major system outages. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensures all “code teams” are notified as appropriate during emergencies and engages the recall notification plan for all essential Hospital employees. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensures that all documentation is well maintained and accountable by signature |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensures that appropriate responses are communicated in emergency situations. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | |
| <input type="checkbox"/> 4. (%) | Operations Center Emergency After Hours Support Center for all Emergency Voice, Video and Paging System Outages. | |
| <input type="checkbox"/> E <input type="checkbox"/> NE | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Receives, process, and opens trouble tickets for emergency outage calls from users utilizing the Help Desk’s Service Center trouble and repair tracking system. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Notifies appropriate UIS staff of outages using proper notification procedures as established and published. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Acts as the notification agency to management staff, both University and Hospital, reporting status of system outages, estimated down time and anticipated operational time in accordance with Operations Center Policies & Procedures. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Acts as the central point of contact between UIS organizations during outages to ensure all information is passed efficiently and correctly between departments and vendors. |
| <input type="checkbox"/> 5. (%) | Administrative Duties | |
| <input type="checkbox"/> E <input type="checkbox"/> NE | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensure daily paperwork, to include time sheets, and equipment malfunctions are properly documented and presented to the shift supervisor. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Assist in the training of new employees. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensure payroll is processed properly. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Ensure all necessary office supplies are adequately stocked |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Assure sufficient coverage and supervision during shift |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Meets with shift supervisors to ensure effective leadership within the organization. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Meets with staff weekly to determine overall effectiveness for shift operations. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Reviews new employee applications and makes recommendations to supervisor |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Maintains ongoing, semi-annual, and annual evaluations of staff. |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | Assigns work and position locations (ie: page or info) |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | |
| | <input type="checkbox"/> D <input type="checkbox"/> W <input type="checkbox"/> M <input type="checkbox"/> P | |

E. Dimensions:

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|-------------------------------|---------|-----------|
| Number of Persons Supervised: | Direct: | Indirect: |
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|--------------------------------|---------|-----------|
| Number of Students Supervised: | Direct: | Indirect: |
|--------------------------------|---------|-----------|

Leadership: *Check the most descriptive statement for the job as a whole.*

- 1) “Work/Project Leader”: answers general questions and provides assistance; maintains assignment completion schedules; performs the same tasks as others.
- 2) “Team Leader”: advises and directs the teams; answers complex questions functioning as an expert resource; maintains assignment completion schedules. Performs the same and higher level tasks.
- 3) Supervisor: participates in the selection process of new employees; assists with performance appraisals; disciplinary problems are referred to a higher level. Performs similar and higher level tasks.
- 4) Supervisor: solely responsible for hire/fire decisions; performance appraisals; employee training and development; handles disciplinary problems. **This person will be evaluated on these decisions.**
- 5) Supervisor: responsible for multiple units or areas, each with supervisors who have hire/fire authority.
- 6) Not applicable to this position.

Complexity of Work: *Check the most descriptive statement*

- 1) Routine: Primarily deals in one singularly directed functional area. Awareness of related areas is not significant.
- 2) Semi-complex: Requires some integration of different but relatively similar bodies of knowledge and/or functions. Some analytical ability becomes prevalent.
- 3) Complex: Functions differ significantly from each other or a major function is broad and requires integration of differing complicated bodies of knowledge. Analytical ability is clearly required.
- 4) Very Complex: Involves complicated bodies of knowledge/functions that differ substantially from each other.

Freedom of Action: *Check the most descriptive statement*

- 1) General Supervision: Proceeds on regular tasks, referring questionable situations to supervisor.
- 2) Very General Supervision: Resolves most questions, accomplishes most tasks without guidance.
- 3) Little Guidance: Performs complex functions, establishes priorities, resolves issues, rarely refers to supervisor.
- 4) Plans, develops, and implements functions/projects for functional unit(s) or team(s).
- 5) Other (explain):

Impact: *Check the most descriptive statement*

- 1) Decisions could positively or negatively affect the immediate work, individual user or group of users.
- 2) Decisions could positively or negatively affect a large group of users, entire department, or networked systems.
- 3) Decisions could positively or negatively affect multiple departments.
- 4) Other (explain):

Interactions: *Check the most descriptive statement and describe contacts*

- 1) Exchange basic information and normally requires ordinary courtesy and effectiveness in informing others.
 - 2) Exchange and interpret information requiring understanding to influence others.
 - 3) Exchange, analyze, and interpret information requiring various approaches to influence others.
- Describe the people with whom this position has regular contact. Identify level and title of GU positions or describe persons outside GU:

Fiscal Responsibility:

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| Budget responsibilities (creation or disposition) or salary dollars: |
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| Capital inventory affected: |
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Physical Working Conditions: *Describe physical environment, lifting, walking, fumes, odors, etc.*

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F. Minimum Qualifications:

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| Academic Level: <input type="checkbox"/> High School <input type="checkbox"/> College <input type="checkbox"/> Bachelor's <input type="checkbox"/> Master's <input type="checkbox"/> Doctorate Degree Program (list): |
| Practical Experience in Years: <i>Check appropriate box and fill in type of experience required.</i> <input type="checkbox"/> 1) 1-3 years work experience in... <input type="checkbox"/> 2) 3-5 years work experience in... |
| Technical Qualifications or Specialized Certification: |
| Other Skills: |

G. Additional Information About this Position:

Supplementary information as applicable. List responsibilities that have changed since the last position description was done, or reasoning behind creating a new position. List all special skills required, characterized as mandatory or desired.

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H. Signatures:

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| Incumbent: |
| Supervisor: |
| Dept. Head or Authorizing: |

Attach Organizational Chart