

VISION STATEMENT:

To be the leading dual-sector transformative university predicated on inclusiveness, innovation and accessibility for Fiji and the Pacific.

MISSION STATEMENT:

To serve the people of Fiji and the wider Pacific region with leadership that engages with people and communities, respects partnerships, enhances excellence, and provides education and skills that promote sustainability through research with real-world impact and contributes to self-development.

1. POSITION DETAILS

Position	: Telecom Technician
Grade	: 4
Incumbent	: Mr/Ms/Mrs
Division	: Division of Information Technology Services
Department	: Department of IT Collaboration Technology
Location	: Samabula Campus
Reports to	: Director Information Technology Services through Manager IT - Collaboration Technology

2. PURPOSE

The Telecom Technician is the key liaison for day-to-day operations and application support for all aspects of the Unified communications platform and associated adjuncts. This position is the established hands-on troubleshooter in telephony environment and includes integrations support among with local Telecom and Mobile service providers over the FNU WAN network.

This position is responsible for daily monitoring and maintaining the networked telephony system and assuring maximum system uptime, fault resolution and disaster recovery and continued operations planning. Additionally, this position acts as a focal point for telecommunication systems support, administration and; design activities for expansion, Technician Telecom is required to maintain high level of confidentiality in all duties and be able to manage a flexible work schedule including on-call availability. experience.

3. ORGANISATION CHART

Position of Your Immediate Supervisor: **Manager IT – Collaboration Technology**

In the table below write down the positions reporting to you (if any). For each of those positions, indicate the number of staff reporting to them.

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Job Description



Positions Reporting to You	No of Staff Reporting to Them
None	None

4. KEY ACCOUNTABILITIES

1. Specific Duties & Responsibilities

- a) Serves as a primary liaison between division's non-technical staff and technical internal, campus and external service providers.
- b) Assist IT Cabling Team in Cabling Projects
- c) Assist University Staff on any New Telephone Request Installation
- d) Provide User Support to the University Staff on how to operator the telephone System
- e) Ensure that Staff Details are updated on the telephone system and Address book
- f) Relocation of Telephone Extension when required
- g) Assist in providing Pin codes for University Staff
- h) Monitor usage and carryout phone call analysis
- i) Follow up work with Telecoms Operators on faults, new request for services.
- j) Provide update reports to Supervisor and Management on routine basis.

2. Acquisition & Deployment

- a) Assist in planning for new handsets and expansion of the services based on growth.
- b) Work with Telecom Engineer and order and maintain an inventory of Telephone System equipment, including telephone handsets and telephone cables. Manage stock
- c) Conduct research on new and developing telecommunication technologies that will benefit the university staff and students.

3. Telecom Operations & Maintenance

- a) Performs voice network configurations and configuration changes of various voice or data equipment to enhance performance
- b) Monitoring and system health, assist in the maintenance of the telephone System for the University
- c) Assist Departments and Colleges with the provision of Telephone services for marketing drives, road shows, outside broadcasts and open day events.
- d) Troubleshooting of any telephone related faults in the University.
- e) Perform and audit logs on telecommunications equipment and periodic physical visits to the site for inspection of the health and conditions of these equipment's.

4. Reporting & Other Responsibilities

- a) Provide weekly reports to Manager and as and when requested.
- b) Supports continuous process improvement by participating in the development, implementation, and maintenance of standardized tools, templates, and processes across multiple business domains.
- c) To ensure all tasks are carried out with due regard to Health and Safety.
- d) To work with the Managers to deliver IT support, plan and execute projects and develop IT services in line with group development plans
- e) To undertake any related responsibility assigned by the Director/ Deputy Director in furtherance of the work and welfare of the Division and the University.

5. KEY CHALLENGES

- The position will require to provide support to All FNU campuses and approximately 1200 users
- Ensuring conformity in implementation of policies and processes in an organisation with diversity in people and organisational culture.

6. QUALIFICATION & EXPERIENCE

QUALIFICATION

Essential

Possess a degree in Electronics, Computer Science or Information Systems or (Telecommunications / Electronics / Networking) with 2 years of experience, **OR** a Diploma in Electronics, Computer Science or Information Systems or (Telecommunications / Electronics / Networking) with 4 years of experience.

Desirable

Certification on related telephony and structured cabling

EXPERIENCE

Essential:

- Prior experience in Administering Telecommunications systems and familiarity with working in a University environment with the ability to work effectively with Colleges and Support Divisions.
- Experienced with Structured Cabling Projects and a good understanding of different types of telecommunication cables
- Must have prior knowledge of doing documentations and conducting user trainings.

Desirable:

- Experience with Postman and Restful API's.
- Certified by reputable IT vendors.
- Experience in managing IT assets.

7. KNOWLEDGE & SKILLS

- Knowledge of transmission, broadcasting, switching, control, and operation of telecommunications systems.
- Work on design and implementation of UC related infrastructure
- Have extensive knowledge and experience with VOIP and UC systems.
- Extensive knowledge and skills working with different types of Telephone System faults and tracing of cables.
- Good understanding of relevant metrics for telecom networks.
- Should have basic Electrical and Electronic knowledge.
- Have a good understanding and experience with different types of call accounting software.
- Extensive knowledge with Different types of VOIP monitoring software's.
- Candidate must have hands-on experience dealing with networking, Internet, security, backup strategies, data communications, telecommunications systems, Wi-Fi, collaboration solutions, software licensing, network monitoring, prepare specifications and carry out tender evaluations, project management, dealing with latest technology and demonstrated experience in IT operational management.
- Must possess in-depth knowledge of Avaya IP Office equipment, connecting more than 22 sites, including route patterns, VoIP Telephony, Wireless Media Gateways, Media Servers, least cost routing, Session Manager, System Manager, Telephone Operator/Agents consoles and modular Messaging Voice technologies.
- Performs expansions to onsite or adds new sites; changes and repairs to Telephony systems,

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- performs telecommunications traffic analysis and reporting with recommendations.
- Designs and enforces security standards· hardware I software configurations.
- Maintains detailed records databases and system inventories.
- Must be able to work well within a team structure with changing priorities.

8. WORKING RELATIONSHIP

INTERNAL	Frequency
Director(s), Registrar, Manager(s), Support Staff, Faculty, Dean(s), Vice Chancellor, Other Staff and students	Daily

EXTERNAL	Frequency
FNU Stakeholders, Commercial and Non- Commercial Industries, Students, Statutory bodies, NGOs and External Institutions/Universities, ISP/TSP & Vendors, Technical Support, External Engineers	As and when required

10. JOB DESCRIPTION AND VARIATION OF EMPLOYMENT CONDITIONS

It is acknowledged and agreed that from time to time as result of the evolving needs of the employer, the Employee may be required to upgrade his/her qualifications and/or to alter the position or role tasks that are to be carried out. Such alterations shall not be deemed to be a variation of this job description or a breach of its terms providing the substantive nature of the employment remains consistent with the parties' intention at the time of contracting.