Job Title: Voice Communication Administrator

BCAT Code: 09VX37     Effective Date: April 1, 2007
Pay Grade: G15     FLSA Status: Non-Exempt     Revision Date: July 1, 2013

Job Description
Provides oversight and management of voice communication and equipment activities at Georgia State University (GSU), such as installation, maintenance, and upgrade of voice communication equipment.

Job Duties/Responsibilities
- Manages the University voice communication equipment checkout and return.
- Supervises and schedules the voice communication equipment research and production activities.
- Researches and recommends equipment upgrades for voice communication equipment.
- Serves on the equipment committee for the purchase, installation, or upgrade of voice communication equipment.
- Consults with faculty to ensure the availability of voice communication equipment.
- Serves as subject-matter-expert and liaison on voice communication equipment and activities.
- Ensures the functionality and security of voice communication equipment.
- Trains staff on processes, equipment use, and maintenance.
- Performs other voice communication duties as assigned.

Knowledge, Skills, and Abilities
- Knowledge of voice communication and production equipment and labs.
- Knowledge of voice communication computer operations and software, such as spreadsheets, word processing, presentations, graphic design, educational software, and databases.
- Effective time management and organizational skills.
- Ability to multi-task and pay attention to detail.
- Ability to provide tours, and exhibit excellent customer service.
- Ability to communicate effectively verbally and in writing.

Minimum Hiring Standards
Bachelor’s degree and four years of related experience; or a combination of education and related experience.

The above is a general description of duties performed by employees holding this job title and does not represent a complete list of duties that may be assigned to an employee.