Job Brief

Engineering Administrator [CWA09-A1]

Report ID : NMIC-RPT.STF.024 **Report Date : 04/08/2025 08:34:44 AM PDT**

Job Key : 61024020 **Job Title :** Engineering Administrator [CWA09-A1]

GENERAL INFORMATION

Time in Title (TNT) : 12 Months
Job Family : Clerical
Business Unit(s) :
Discipline(s) :
Region : West Region

DESCRIPTION

NETWORK ENGINEERING

1. Analyzes, validates, edits, and codes all equipment billing associated with an Estimate or Routine Order.
2. Inputs, schedules and tracks job status dates for Construction Budget.
3. Maintains, interprets and analyzes various files to determine mechanized support system requirements.
4. Works with Central Office Specifications, technical drawings, mechanized support systems accessed via computer terminal, System Instructions, Vendor Catalogs, Accounting Records and other documentation.
5. Visits field locations for verification of facilities/equipment.
6. Communicates and interfaces with other departments regarding matter involving facilities/equipment.
7. Establishes and maintains an Engineering Job File to represent a complete audit trail as required by the Company and Federal and State regulatory agencies.
8. Assembles and compiles figures from various resources for tracking expenditures on all estimates and routine orders.
9. Interprets and analyzes central office records, prints and technical data received from other employees to identify and resolve discrepancies.
10. Retires equipment out of mechanized support system and transfers equipment between offices through Accounting.
11. Reconciles, adjusts and balances Company books to finalize a specific year's business between Engineering and Accounting. Researches and investigates any discrepancies between Engineering and Accounting figures.
12. Coordinates cable removal jobs by assigning circuits to carrier and tracks orders from issue to completion.
13. Establishes or disconnects carrier systems in response to emergency order processing demand, customer driven demand and major project requirements.
14. Coordinates facility/equipment assignments for Independent Companies.
15. Issues records correction orders as required to clear or correct database.
16. Investigates and responds to inquiries from other organizations and reschedules circuit and carrier orders as required.
17. Selects/builds new facilities/equipment or builds/changes route designs, as required in answer to Special service defaults.
18. May perform a variety of clerical duties such as typing and reproducing copies of documents.
19. Coordinates and maintains PC software for engineers and support personnel.
20. Review all SORD orders to make sure the critical dates are correct, determine the type of service required, know what work groups are involved and make sure facilities are available.
21. Inventorying HiCap systems and HiCap spans, issuing CLF, WORD, DLR and Directives.
22. Initiates manual and mechanized purchase orders as directed by D512 and/or DEC specifications.
23. Monitors and negotiates shipping intervals with vendors.
24. Investigates and resolves claims with vendors specifically related to lost and damaged equipment.
25. Performs the following material management activities related to Central Office plug-ins:

- Maintains current substitution chain,
- Forecasts usage and replenishment requirements,
- Initiates and monitors repair transactions,
- Performs PICS/DCPR database true-up transactions.

NETWORK DESIGN ENGINEERING (INCLUDES NETWORK SWITCHING, CENTRAL OFFICE EQUIPMENT AND COST ADMINISTRATION)

1. Back fill for Staff Associate duties from time to time - when Staff Associate is absent from office (i.e., distribute mail, filing, ordering supplies, time reporting, etc.)
2. Receives, analyzes, and posts Switching Machine data via COER. Identify abnormal data, discuss and resolve with NAC. Review results with Network Design Engineer, Maintain data files. Conduct special studies at direction of Engineer. Schedule busy hour determination with the NAC and conduct Annual Capacity Review.
3. Pulls Office Trunk requirements for all offices via OTIS. Review for reasonableness. Input DID trunks information to ORTIS per Firm Orders Conduct special studies per direction of Engineer. Issue Notice of Intent for job studies.
4. Enters FIMs database; retrieves annual WALF and/or supplementing WALF. Forwards to Engineer for possible loading into LSDNIC database.
5. Pulls monthly main station actual; compares with previous month data for reasonableness and audits WATs and other exceptions. Inputs to LSDNC per Engineer direction.
6. Research and replies to Marketing DID inquiries. Pull Marketing DID and CENTREX Firm Orders from APTOS. Posts in control binder as appropriate; inform Engineer of all new orders.
7. Issues Notice of Intent, SERTs, compiles Central Office Busy Season/Busy Hour data, inputs to mechanized programs as specified y Engineer. Reproduces and distributes draft Traffic Order(s).

NETWORK SWITCHING ENGINEERING (NSE)

1. Accumulation and validation of usage data for various groups of traffic-sensitive equipment components.
2. Calculation of switching entity capacity and determination of date that capacity will be exceeded by forecast demand. This information, along with estimated equipment requirements, is input into the Demand & facility database. The NSE will engineer for either growth of the existing entity or for a complete machine replacement (dial-for-dial) based on criteria established by the Dial/Dial Program Committee.
3. Preparation of network design order which recommends quantities and arrangements of traffic-sensitive equipment. This document is then forwarded to the central office equipment engineer.

CENTRAL OFFICE EQUIPMENT ENGINEERING (COE)

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1. Calculation of non-traffic sensitive equipment items to be used in conjunction with the network design order. The COE also receives input from Maintenance Engineering for some non-traffic items. maintenance items, and for larger scale undertakings such as major testing systems. COE will then determine the job schedule from estimate submit to installation complete and center (and update) this information into the Construction Budget Information Management System (CBIMS)
2. Estimation of detailed costs for equipment provisioning including engineering and installation vendor costs as well as Telco costs. This estimate is then submitted for approval before an order is placed. In addition, COE will periodically update dollar requirements in the Construction Budget for all equipment jobs scheduled.
3. Preparation of telephone equipment order which specifies equipment to be provided. This order is placed on the vendor(s) who will provide the equipment, engineering and/or installation services. This also applies to equipment removal jobs.
4. Monitoring and control of equipment installation/removal effort. After placing necessary equipment orders, the COE will deal directly with engineering and installation vendors as well as Telco field forces to oversee and expedite the installation of the equipment.
5. Coordination of dial-for-dial projects. When an existing electro-mechanical office is being replaced by another type of switch, the COE, in addition to the previously mentioned activities, will coordinate all interdepartmental activities necessary to accomplish the undertaking.

COST ADMINISTRATION

1. Cost tracking for all COE jobs. The cost engineers input installed equipment and associated dollars into the Detailed Continuing Property Record (DCPR) database. They are responsible for insuring that the dollars shown on this database match the actual charges as recorded by accounting. They periodically issue updated actual charges to a job to the COE engineers.
2. Retirement of equipment and associated dollars from the DCPR database. In addition to removing the dollars from the database, cost engineers issue and monitor all paperwork associated with the physical transfer of removed equipment from the central office to its disposition location.
3. Processing the transfer of dollars from the "under construction" account to the "in-service" account. This is necessary to maintain the integrity of the database.
4. Asset Verification. This function is performed by a specialized group in this district. Asset verification is the reconciliation of equipment shown on office drawings and in the DCPR database with what is actually in the central office.

OUTSIDE PLANT ENGINEERING

1. Gathers statistical data from company reports via computer systems, using a keyboard and Video Display Terminal (VDT), as well as external reports, to update and maintain spreadsheets, schematics, cable records and various automated administrative programs (CARL,LROPP, LCRIS/LATIS) designed to support the need for outside plant facilities.
2. Prepares transmission studies to ascertain proper kilo footage on specified cable counts for proper working line assignments. Interfaces closely with mechanized loop assignment group.
3. Uses protractors, compasses, drafting machines, calculators and engineering scales to complete scale drawings of conduit, buried cable, etc. Analyzes engineer's drawings to determine how to plot substructures and facilities.
4. Compiles data off of work prints, analyzing job intent as well as reporting code accuracy, and inputs via a PC terminal, data used to summarize job expense. Records dollars on job face sheet from computer output for proper job level signatures.
5. Interprets/analyzes/posts/and maintains outside plant location records, via job work prints and technical data received from other employees, resolving discrepancies with the continuing detailed property records, when necessary.
6. Analyzes, verifies and processes all joint pole work initiated by the Engineering Department as well as the public utilities, utilizing various microfiche reports in addition to the computer input/ output via IBM PC. Researches and resolves all discrepancies. Must keep billing current.
7. Transcribes legal documents, quick claims and easements utilizing an IBM PC, requiring high degree of accuracy. Maintains right of way files for permanent retention as well as providing written response to City/County agencies notifying of the existence of telephone facilities.
8. Maintains construction program budget by continually updating jobs with dollars and material, view and actual. Monitors accounting process of transfer of plant into accounts 2003 and 2004. Prepares all paper pertinent to submitter and closings of estimates.
9. May perform a variety of clerical duties such as reproducing jobs and documents, answer calls from customers as well as other employees. Requires accuracy, attention to detail and bill processing.

TRUNK ENGINEERING

1. Analyzes various data base reports for record quality and reconcile errors internally or with client groups as necessary.
2. Enters data from multiple sources via PC to the Trunks Record Data Base and the Facility System.
3. Reviews plans for routing patterns, consistency with current data bases and treatment of Network traffic.
4. Interprets InterExchange Carrier SORD orders to determine proper routing, busy hour minutes, critical dates and quality.
5. Attends project coordination meetings as required.
6. Plans trunk servicing bi-annually for a geographic area and prepare the Mechanized Trunk Order and related documents.

IEC AND/OR HIGH CAPACITY ADMINISTRATION

1. Analyzes, validates, edits and codes all equipment billing associated with an Estimate or Routine Order.
2. Inputs, schedules and tracks job status dates for Construction Budget
3. Maintains, interprets and analyzes various files to determine mechanized support system requirements (adds, removals and rearrangements).
4. Works with Central Office Specifications, technical drawings mechanized support systems accessed via computer terminal. System Instructions, Vendor Catalogs, Accounting Records and other documentation.
5. Visits field and customer locations for verification of facilities/equipment.
6. Communicates and interfaces with other departments regarding matter involving facilities/equipment.
7. Establishes and maintains an Engineering Job file to represent a complete audit trail as required by the Company and Federal and State regulatory agencies.
8. Assembles and compiles figures from various resources for tracking expenditures on all Estimates and Routine Orders.
9. Interprets and analyzes central office records, prints and technical data received from other employees to identify and resolve discrepancies.
10. Establishes or disconnects carrier systems in response to customer driven demand, major project requirements, Facility Design Engineer, Switching Design Engineer or Outside Plant Engineer requests.
11. Coordinates facility/equipment assignments for Independent Companies.
12. Issues records correction orders as required to clear or correct database.
13. Issues records correction orders as required to clear customer billing records to agree with CARMS.
14. Investigates and responds to inquiries from other organizations and reschedules circuit and carrier orders as required.
15. Selects/builds new facilities/equipment or builds/changes design routing, as required, in answer to Special and Message Service defaults.
16. Issues directives to appropriate field groups for customer orders.
17. Requests CLLI codes for customer locations as required.
18. Responds via Cesar with tie down information to customer and Marketing.
19. Coordinates with Engineering, Operations, Marketing and Customer for facility service requests.
20. Interprets/analyzes/posts and maintains outside plant location records, via job work prints and technical data received from other employees; resolving discrepancies with the continuing detailed property records, when necessary, (i.e., Span Cable Records).
21. Prepares pre-provisioning study for yearly growth jobs in Central Offices to meet projected customer demands.
22. Analyzes SORDS for compliance with appropriate Tariff application.
23. Interprets Methods and Procedures and Tariffs for proper service application guided by Headquarters Staff, Legal, and Regulatory.
24. Coordinates with EPOC Engineer and Facility Design Engineers for facility routing and equipment usage.

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25. Attends Project coordination meetings as required.
26. Processes work to meet short intervals
27. Researches and answers questions for customer orders as appropriate
28. .Acts as a liaison between Engineering, Operations, Marketing and the Customer to meet Customer desired due date.
29. Coordinates facility requirements for non-tariffed customer service as required.
30. May perform a variety of clerical duties such as reproducing jobs and documents.
31. Answers calls from customers as well as other employees, requiring accuracy and attention to detail and billing processing.
32. Submits monthly results for SORD and HiCap Orders, defaults and Held Orders.
33. Provides overall coordination for Customer Service Orders from request to service turn-up working closely with all involved players, (i.e., Facility Design Engineers, Facility Equipment Engineers, Transmission Engineers and EPOC/SSE Engineer).
34. Tracks service orders until complete, if necessary is catalyst for escalation procedures.

NETWORK TECHNOLOGY

1. Compile and integrate statistical data from Company mainframe database systems for use in monthly analysis and/or forecasts.
2. Interpret and analyze monthly COER data package to identify/resolve discrepancies between NDE and NAC records.
3. Compile documentation to be included in the Traffic Order Study binder: SWITCH PLANS, JRS, JEN, WALF, LSDNC PLANS, etc.
4. Alert Engineer of discrepancies in draft Traffic Order reported by field coordinates and Central Office Equipment Engineer.
5. Upon notification from the Engineer that the job has completed, validates Office Description File (ODF) to ensure that new job quantities and capacities have been updated by the Network Administration Center (NAC).
6. Upon notification from COE that a job has completed, pull job study records and forward recorders for retention.
7. Assure monthly receipt of WATS report from the NAC and input WATS figures into DAPER.
8. Advise Engineer of any unusual fluctuation on the Actuals reports such as increases or decreases in Centrex, WATS, or DID quantities.
9. Maintain LSDNC database so that all current data is posted (e.g., ccs/nal, dts, iml, iffm, and actuals nals).
10. Make sure monthly NALS are updated on data packages and compare with DAPER system.
11. Update LSDNC when TESSMAIL notification is received.
12. Perform typing, copying and other clerical duties as requested by Engineer.
13. ssue "Notice of Intent" and "Forecast Validation" notices to field when Job Study binder is being compiled.

SKILLS

1. The ability to type at or above 20+ words per minute with little to no errors throughout the day on a desktop or laptop computer using a QWERTY (alphabetic) keyboard.
2. The use of the Microsoft Word software and perform the functions below: - create and save files - print a document - format (editing text [size, bold, italics, underline], text alignment, margin edits, paragraph spacing, etc.,

BASIC QUALIFICATIONS

TESTS

Call Center (VJT)

TESTS

Test Name	Type	Applicability
Call Center (VJT)	Basic	Required

VIEW TEST GUIDES

PHYSICAL REQUIREMENTS

N/A

SPECIFICS

Hours

Normally works a day shift between the hours of 6 a.m. and 6 p.m., Monday through Friday with occasional weekends and/or other overtime work.

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ADDITIONAL FACTORS

Additional Basic Requirements

N/A

Required Skills

N/A

Skills That May Be Required

This job has skills that May Be Required (will be shown on requisition). See attached Skills Code List.

TRAININGS

Classroom and/or on-the-job training. May also require occasional travel to training locations.

ENVIRONMENT

1. Size of office and work group may vary from large to small depending on assignment
2. .Processes work to meet deadlines.
3. May be required to sit at desk for long periods of time processing data using terminal or micro computer. May work with computer printouts.
4. May be required to work independently with minimal supervision.
5. Positions may include lateral rotational moves within the office to various assignments for cross-training or coverage.

SKILLS

Skill Code	Skill Name	Applicability	Skill Description
C1089	Clerical Administrative	Desired	PERFORMS GENERAL CLERICAL TASKS WHICH INCLUDE FILING, TYPING, PAPER PROCESSING, CONFERENCE/TRAVEL ARRANGEMENTS AND OTHER ADMINISTRATIVE DUTIES.
C1148	Coordination	Desired	INTERFACE BETWEEN SEVERAL CONTACTS WITHIN AN ORGANIZATION, BETWEEN A VARIETY OF OTHER DEPARTMENTS AND/OR EXTERNAL ORGANIZATIONS TO TRACK AND AND ENSURE COMPLETION OF A TASK PROJECT; MAY INCLUDE COORDINATION OF WORKLOAD ASSIGNMENTS FOR OTHER EMPLOYEES.
C1162	Customer Contact	Desired	ABILITY TO HANDLE QUESTIONS AND CLEAR CUSTOMER (INTERNAL AND EXTERNAL) PROBLEMS AND ENSURE COMMITMENTS TO CUSTOMERS ARE MET BY RESOLVING PROBLEMS AND PROVIDING SERVICES.
C1188	Database Management	Desired	EFFICIENTLY UPDATES AND RECONCILES VARIOUS DATABASE SYSTEMS TO ENSURE ACCURATE INFORMATION AND TIMELY CHANGES.

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Skill Code	Skill Name	Applicability	Skill Description
C1332	Job Scheduling	Desired	SETS UP CONTROLS FOR JOB PROCESSING WORKLOAD AND SYSTEM ASSIGNMENTS TO ACHIEVE EFFICIENT SYSTEM UTILIZATION. MAY INVOLVE THE USE OF SPECIAL COMPUTER SOFTWARE.
C1535	Problem Resolution	Desired	ANALYZING, EVALUATING AND TRACKING SYSTEM PROBLEMS/ TROUBLES AND EQUIPMENT FAILURES UTILIZING KNOWLEDGE AND SKILLS TO AFFECT THE FINAL RESOLUTION.
C1579	Record Keeping	Desired	EFFECTIVELY CREATES AND MAINTAINS RECORDS AND KEEPS ACCURATE RECORDS CONCERNING AREA OF RESPONSIBILITY.
C1588	Report Generation	Desired	THE PRODUCTION OF PRINTED REPORTS IN A STANDARD FORMAT AND ON A SPECIFIED SCHEDULE, GENERALLY VIA A COMPUTER TERMINAL; MAY INVOLVE THE USE OF SPECIAL COMPUTER SOFTWARE.
C1595	Research And Investigation	Desired	THE ABILITY TO FACT FIND AND PROBLEM SOLVE BASED ON INFORMATION GATHERED FROM ONE OR MULTIPLE SOURCES.
C1680	Time Reporting	Desired	PROCESSING HOURS WORKED, EITHER MANUALLY OR ELECTRONICALLY. MAY INCLUDE COMPLETING FORMS, CODING AND/OR ENTERING.

LICENSE/CERTIFICATIONS

Skill Code	Skill Name	Applicability	Skill Description
C1437	Possess valid driver's license.	May be Required	Possess valid driver's license.

REASONABLE ACCOMMODATIONS

Reasonable accommodations will be made for qualified candidates with disabilities. Essential job functions are identified for specific jobs on job requisition forms.

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