

### Responsibilities of a Phone Book Administrator (PBA):

- To keep the content of the Staff Directory up to date by
  - Updating contact details, phone group structures and job titles
  - Assigning staff and postgraduate students to job titles.
- To determine whether people assigned to a particular job title or in a particular phone group are displayed in the Staff Directory.
- To adhere to the defined Staff Directory standards.



### To become a PBA:

Submit a **QUT Phonebook Administrator Access** request via My IT Requests on the IT Helpdesk website:

- Go to the IT Helpdesk website ([www.ithelpdesk.qut.edu.au](http://www.ithelpdesk.qut.edu.au)).
- Select **My IT Requests**.
- Select the **Service Catalogue** tab then the **Telephones** category.
- Complete and submit the **QUT Phonebook Administrator Access** request form.

### Update the Enquiry Phone Number, Fax Number, Display Option & Phone Group Structure

Phone group enquiry phone and fax numbers can be displayed in the Staff Directory. PBAs can create lower level phone groups, if required.

- Login to the **QUT Digital Workplace** and search for **Phone Book Administration**.
- Select the **Applications** tab and click the **Go to application** link underneath the **PMWS** icon. 
- Select your faculty/division. 
- Select your section/centre within your school/department.
- To enter/change a phone group's enquiry phone and fax number:
  - Click **Modify** beside the phone group.
  - Enter the phone and fax numbers and click **Save**.
  - Click the **phone group updates** navigation link to display changes.
- To create a new phone group:
  - Click **Add a new group**.
  - Enter the phone group name, print order number, enquiries phone and fax numbers, select the display option and click **Save**.

**Note:** The Phone Book Administration system uses print order numbers as the tool to order information in the Staff Directory. A phone group with a low print order number will precede a phone group with a high number. Numbers are visible to PBAs only.

- Click the **phone group updates** navigation link to display changes, or click **Add another phone group** to add another group.

Now you can create job titles in the phone group (see *Update Job Titles*).

- To delete a phone group:
 

*Note: Before deleting a phone group, ensure all job titles are deleted. A phone group can not be deleted if there is a job title in it.*



  - Click **Delete** beside the phone group to be deleted.
  - Click **Remove**.
  - Click the **phone group updates** navigation link to display changes.

Changes will not appear in the on-line Staff Directory until the next day.

### Update Job Titles

PBAs are responsible for ensuring that all staff and postgraduate students are assigned to the correct job title. PBAs create all job titles in the Phone Book Administration system. Anyone without a job title appears as "Undefined" in the Staff Directory. PBAs must assign these staff to a job title.

To create, modify or delete a job title:

- Login to the **QUT Digital Workplace** and search for **Phone Book Administration**.
- Select the **Applications** tab and click the **Go to application** link underneath the **PMWS** icon. 
- Select your faculty/division. 
- Select your section/centre within your school/department.
- Select a phone group.
- To create a job title:

**Note:** Before creating a new job title, ensure that it has been approved by the head of School/Department.

- Click **Add a new job title**.
- Enter the new job title and print order number, select the display option and click **Save**.
- Click the **job title listing** navigation link to display changes.

Now you can assign staff to job titles (see *Assign Staff to Job Titles*).

- To change, reorder or select the display option of job titles within a phone group:
  - Click **Modify** beside the job title to be changed.
  - Change the job title, print order number or select the display option and click **Save**.
  - Click the **job title listing** navigation link to display changes.
- To delete a job title:

**Note:** Before deleting a job title, ensure that nobody is assigned to it. A job title can not be deleted if a person is assigned to it.

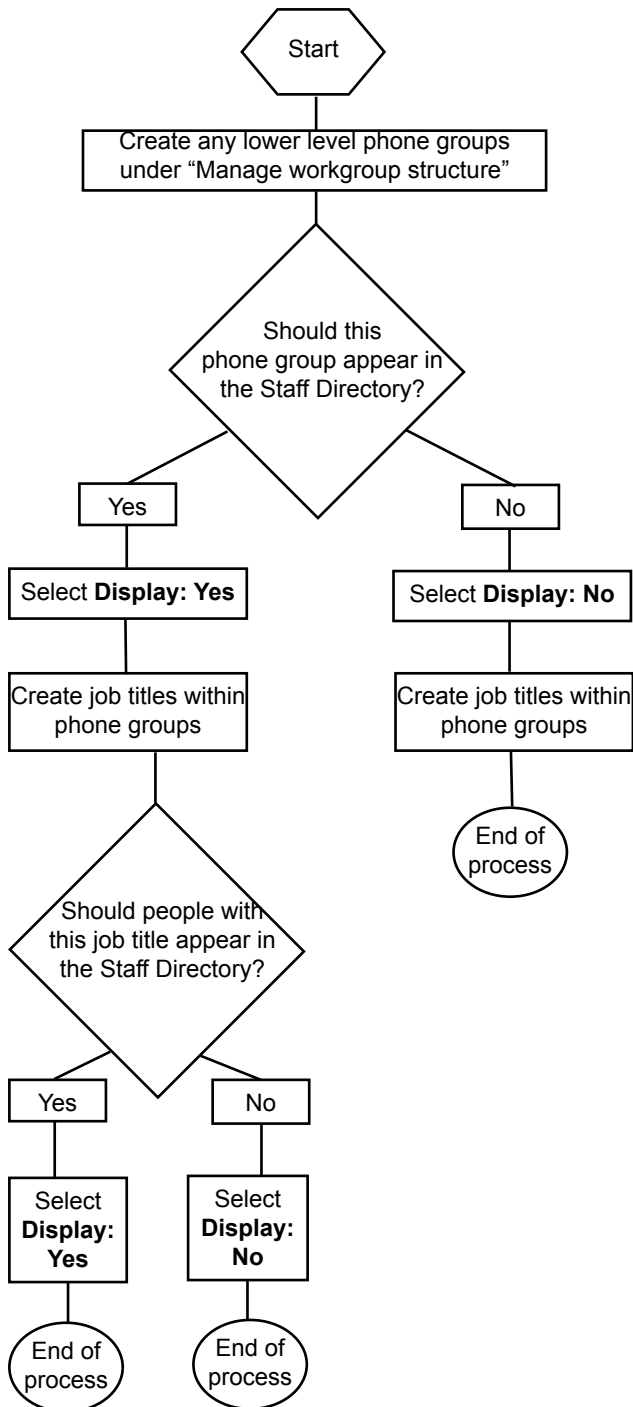
- Click **Delete** beside the job title to be deleted.
- Click **Remove**.
- Click the **job title listing** navigation link to display changes.

Changes will not appear in the on-line Staff Directory until the next day.

### Job Title Standards

- The word *Acting* follows the job title, eg. Director (Acting).
- The term of employment follows the job title for part-time and casual positions, eg. Administrative Assistant (Mon,Tue,Wed).
- Assign a job title "on extended leave" to staff on extended leave (eg. maternity leave, long service leave). Select "Display: No" for the job title so that the staff are available in QUT Virtual searches only.

## Procedure: Create Phone Groups & Job Titles



## Printing the On-line Staff Directory

1. Login to the **QUT Digital Workplace**.
2. Click the **Search by Division or Faculty** link in the **Find a staff member** dialogue box.
3. Select the appropriate faculty/division/school/department.

**Note:** If you select a faculty the whole faculty will print, if you select a school only that school will print.

4. Click the print toolbar button or select **Print** from the **File** menu.

## Assign Staff to Job Titles & Update Contact Details

When a staffing change occurs or contact details change:

*Note: Advise Human Resources of any errors in the staff list.*

1. Login to the **QUT Digital Workplace** and search for **Phone Book Administration**.
2. Select the **Applications** tab and click the **Go to application** link underneath the **PSU** icon.
3. Select your faculty/division.
4. Select your section/centre within your school/department.
5. Select the person whose details you want to update.
6. Update the contact details, select a job title from the **Group** drop-down list and click **Save**.

**Note:** Select **Print No** to make a person (eg. a Gold Pass holder) unavailable in both the Staff Directory and QUT Virtual searches.

7. Click the **staff listing** navigation link to display changes.

Number Standards	Example	Description
PABX numbers	3138 4000	4 digits, space, 4 digits
Multiple extensions	3138 4321GP/3138 9876KG	Separate with /
Direct exchange lines	5433 7400	4 digits, space, 4 digits
Mobile phones	0414 864 444	10 digit number with spaces
Speed dial	#6 6543	#6, space, 4 digit number

## Procedure: Enter Contact Details & Assign Job Titles

