



TITLE	CLASSIFICATION	SALARY GRADE
TELECOMMUNICATIONS TECHNICIAN	CLASSIFIED	GRADE: L
BOARD POLICY REFERENCE: 2012/13 CLASSIFICATION STUDY		Board Approved:

JOB DESCRIPTION:

Under general supervision; coordinates all phone and voice mail telecommunications services for District users; serves as a liaison to all District departments and vendors to provide support and expertise on all aspects of the District's communication systems; administers call accounting, voice mail and phone systems; coordinates departmental warehouse receiving for district-wide purchases; maintains accurate inventory and warranty information for computer equipment purchased through Information Technology; and performs related work as required.

SCOPE:

The Telecommunications Technician coordinates phone and voice mail services for all District users; demonstrates a thorough understanding of the capabilities and features of modern telephone systems, call accounting programs, telephone billing and equipment purchase, and phone/voice mail training.

KEY DUTIES AND RESPONSIBILITIES:

Examples of key duties are interpreted as being descriptive and not restrictive in nature. Incumbents routinely perform approximately 80% of the duties below.

1. Provides hands-on assistance and troubleshoots all phone equipment failures and service issues for all users.
2. Provides training and technical expertise on usage of phone equipment and the voice mail system.
3. Programs voice mailboxes for individual users and department trees, and troubleshoots voice mail issues and system failures.
4. Places and evaluates phone, equipment and data orders; coordinates and oversees all phone work orders.
5. Maintains call detail database and programs all telephone extensions, departments, names and budget codes ensuring that phone bills are accurate.
6. Provides appropriate recipients access and training to in-house call accounting program.
7. Verifies and makes changes to cost allocation reports for Accounting to post phone charges to all departments.
8. Generates monthly reports for all phone work performed by vendors and new equipment purchases for the district.
9. Works with vendors to place orders and resolve telephony issues.
10. Verifies, organizes and sorts deliveries of computer and telecommunication equipment ordered throughout the District.
11. Enters newly received Information Technology equipment orders in the districts fixed asset/inventory database.
12. Use established tracking system for telephony related issues; monitor progress, track problem resolutions and identify if there is a pattern of failure.

EMPLOYMENT STANDARDS

ABILITY TO:

Work with users in order to promote effective use of the phone system; read and understand technical information; compose training materials for phone/voice mail users; train users in small and large groups; write clear, concise documentation; multi-task and meet time-sensitive deadlines; communicate effectively to users and vendors; demonstrate good attention to detail; maintain cooperative working relationships; demonstrate sensitivity to, and respect for a diverse population.

KNOWLEDGE OF:

Use and programming of state-of-the-art telecommunications systems, telecommunications standards, phone billing procedures, accounting policies, computer and telecom purchasing/receiving procedures and the procedural steps necessary to provide the District with efficient, and cost-effective phone and voice mail service; basic knowledge of IP networks, basic computer knowledge, including standard software programs.

MINIMUM QUALIFICATIONS:

Candidates/incumbents must meet the minimum qualifications as detailed below, or file for equivalency. Equivalency decisions are made on the basis of a combination of education and experience that would likely provide the required knowledge and abilities. If requesting consideration on the basis of equivalency, an Equivalency Application is required at the time of interest in a position (equivalency decisions are made by Human Resources, in coordination with the department where the vacancy exists, if needed.)

Education:

Graduation from high school. Voice-over internet protocol (VOIP) based phone system certification is preferred.

Experience:

Previous experience working with telecommunication systems and voice mail systems. Experience with a large phone system, administration and programming of phone routers, voice mail systems and call accounting software is preferred.

LICENSE OR CERTIFICATE:

This classification requires the use of a personal or District vehicle while conducting District business. Must possess a valid (Class C) California driver's license and an acceptable driving record.