



TITLE	CLASSIFICATION	SALARY GRADE/ASSIGNMENT
TELECOMMUNICATIONS TECHNICIAN	CLASSIFIED	GRADE: L MONTHS:
BOARD POLICY REFERENCE: 1999 CLASSIFICATION STUDY/2005 Classification Review		Board Approved: 4/00

JOB DESCRIPTION:

Under general supervision; coordinate all phone and voice mail telecommunications services for District users; serve as a liaison to all District departments and vendors to provide support and expertise on all aspects of the District's communication systems; administer voice mail and phone switch system; coordinate departmental warehouse receiving for district-wide purchases; maintain accurate inventory and warranty information for computer equipment purchased through Computing Services; and perform 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 switches, 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.

1. Provides hands-on assistance and troubleshoots all phone equipment failures and service issues for all campus 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 and data orders, coordinates and oversees all phone work orders.
5. Operates call detail recording equipment and programs for all telephone extensions, departments and budget codes ensuring that phone bills are accurate.
6. Audits, sorts and distributes monthly Call Detail reports to all departments.
7. Verifies and makes changes to cost allocation reports which are then sent to Accounting for posting of phone charges to all departments.
8. Generates a monthly report for all phone work performed by vendors and new equipment purchases for the district.
9. Places phone equipment orders.
10. Verifies, organizes and sorts deliveries of computer and telecommunication equipment ordered throughout the District.
11. Ensures that departmental procedures are followed to track inventory throughout the District to provide warranty cross-reference; researches and accounts for any missing items.

KEY DUTIES AND RESPONSIBILITIES(cont.):

12. Ensures that departmental procedures are followed to track inventory throughout the District to provide warranty cross-reference; researches and accounts for any missing items.
13. Provides assistance to District users regarding delivery of equipment.

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 campus with efficient, and cost-effective phone and voice mail service.

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.

Experience:

One year of experience working with PBX systems and voice mail systems. Experience with a large phone switch, administration and programming of phone switches, 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.