

SWEETWATER UNION HIGH SCHOOL DISTRICT

CLASS TITLE: TELECOMMUNICATIONS APPLICATIONS TECHNICIAN

BASIC FUNCTION:

Under the direction of the Information Technology Supervisor, perform a variety of technical support activities to assist in planning, organizing, coordinating and implementing telecommunication services for the District; provide related help desk and training services; participate in the programming of telecommunication systems and related equipment.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical support duties to assist in planning, organizing, coordinating and implementing telecommunication services for the District including installation, maintenance and repair activities; assist in assuring smooth operation of telephone and voicemail systems, cellular phones and related equipment.

Coordinate communications in support of telecommunication services; receive telephone calls and coordinate response to telecommunication system issues, needs and malfunctions; schedule and arrange system maintenance and repairs; input related tracking data into assigned computer system.

Provide help desk support to personnel concerning telecommunication system operations, equipment and related malfunctions; provide general troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel as needed.

Participate in the programming of telecommunication systems and related equipment including voicemail features and menus and PBX, cellular, digital, voice over and Nextel telephones; follow-up on services to assure proper troubleshooting and resolution of system malfunctions.

Confer with District personnel to determine telecommunication system needs; research systems and services for cost-effectiveness and efficiency; provide recommendations concerning system plans, additions and modifications; assist in coordinating system services and modifications with telecommunication vendors and other outside agencies; order new telephone lines as needed.

Conduct training sessions for District personnel concerning the use of telecommunication systems and related voicemail operations; prepare and deliver oral presentations; prepare and distribute related training and informational materials.

Research, compile and verify a variety of data and information related to telecommunication systems; process a variety of forms and applications related to assigned functions; duplicate and distribute materials as needed.

Prepare and maintain a variety of manual and automated records, reports and files related to telecommunication systems, installations, maintenance, repairs, purchase orders, cell phones, telephone numbers and assigned activities.

Provide input concerning telecommunication policies as requested; provide technical information to

District personnel concerning telecommunication systems, policies and procedures; assist with administering special rate telecommunication services.

Communicate with District personnel and various outside agencies to exchange information, coordinate activities and resolve issues and concerns.

Operate a variety of office equipment including a copier, computer and assigned software.

Coordinate and participate in the assembly, preparation and production of District-wide telephone directories, white page listings and emergency cards.

Assist with monitoring the budget for telecommunication services and assuring expenditures do not exceed established limitations; verify accuracy of related income and expenditures; review telecommunication billings to monitor usage and identify billing errors.

Provide recommendations concerning the purchase of telecommunication-related supplies, equipment and services; process related purchase orders and documents as directed.

Maintain current knowledge of technological advances in the field of telecommunications; attend and participate in various seminars, training sessions and workshops.

Participate in coordinating response to and remain on-call for emergency situations as directed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Telecommunication systems, technology services and related principles and procedures.

General practices, procedures and techniques involved in the installation, maintenance and repair of telecommunication systems and related equipment.

Programming, terminology and operation of telecommunication systems including telephones and voicemail features.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.

Modern office practices, procedures and equipment.

Policies and objectives of assigned programs and activities

Telephone techniques and etiquette.

Record-keeping and report preparation techniques.

Policies and objectives of assigned programs and activities.

Oral and written communication skills.

Interpersonal skills using tact, patience and courtesy.

Operation of a computer and assigned software.

Data control procedures and data entry operations.

Mathematic calculations.

ABILITY TO:

Perform a variety of technical support activities to assist in planning, organizing, coordinating and implementing services involved in the installation, maintenance and repair of telecommunication systems and related equipment.

Coordinate communications in support of telecommunication services.

Schedule and arrange system maintenance and repairs as appropriate.

Answer telephones and greet the public courteously.

Provide help desk services, provide general troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel as needed.

Conduct training sessions for District personnel concerning the use of telecommunication systems and related voicemail operations.

Participate in the programming of telecommunication systems and related equipment.

Interpret, apply and explain telecommunication policies and procedures.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Operate a computer and assigned office equipment.

Meet schedules and time lines.

Work independently with little direction.

Perform mathematical calculations with speed and accuracy.

Prepare and maintain a variety of manual and automated records, files and reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school and three years experience working with telecommunication system support functions including frequent public contact and coordination of services.

WORKING CONDITIONS:

ENVIRONMENT:

Office environment.

Constant interruptions.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.

Hearing and speaking to exchange information in person and on the telephone.

Sitting or standing for extended periods of time.

Seeing to read a variety of materials.

Bending at the waist, kneeling or crouching to file materials.

The Sweetwater Union High School District does not discriminate with regard to sex, race, religion, color, national origin, ancestry/ethnicity, marital or parental status, age, physical or mental disability, sexual orientation or any other unlawful consideration. SUHSD Board Policy #2224

Office-Technical Job Description

Adopted by BOT 1/25/03

Revised BOT 1/23/06