

Sweetwater Union High School District

TELECOMMUNICATIONS SUPPORT TECHNICIAN

Purpose Statement

The job of Telecommunications Support Technician is done for the purpose/s of providing ongoing support and technical assistance in planning, implementing and maintaining telecommunication services for the district; resolving problems and/or determining appropriate action/s for resolution; providing support to assigned administrator.

Essential Functions

- Installs and maintains voice network systems and related equipment district wide (e.g. voice servers, PBX, voice switches, VOIP telephones, etc.) for the purpose of providing operational telecommunications systems.
- Diagnoses and troubleshoots District voice network systems for the purpose of ensuring the availability of hardware and/or software applications as needed.
- Assists users with voice hardware and/or software applications (e.g. proper voice equipment usage, troubleshooting, etc.) for the purpose of providing immediate problem resolution and/or referring as appropriate for resolution.
- Responds to telephone and written requests for assistance regarding District telecommunications services for the purpose of resolving problem situation and/or determining appropriate action/s for resolution.
- Monitors district wide voice network (e.g. executing program updates, repairing hardware and software for voice network systems, etc.) for the purpose of ensuring the network is in proper working order and meeting the District's telecommunication needs.
- Maintains a variety of manual and electronic files and/or records (e.g. system databases, security access, licenses, contracts, hardware specifications, vendor lists, etc.) for the purpose of tracking district telecommunications property, ensuring availability of required items, and documenting department activities.
- Assists assigned supervisor(s) as requested (e.g. providing input, responding to issues, providing technical support, etc.) for the purpose of ensuring the effective and efficient operation of assigned processes and department.
- Researches hardware and software applications and processes related to telecommunications for the purpose of recommending standardized equipment and applications in accordance with the District's goals.
- Trains District staff and administrators as needed and/or assigned for the purpose of solving problems and upgrading skills in using the Districts telecommunications systems.
- Coordinates with other staff and outside contractors for the purpose of completing projects/work orders efficiently.
- Assists in planning, designing, developing and implementing voice network systems as directed for the purpose of ensuring new systems/equipment adapt with VOIP and existing systems.

Other Functions

- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Performs other related duties as assigned for the purpose of ensuring an efficient and effective work environment.

Job Requirements: Minimum Qualifications**Skills, Knowledge and Abilities**

SKILLS are required to perform multiple, non-technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: adhering to safety procedures; preparing and maintaining accurate records; operating standard office equipment including pertinent software applications; and utilizing professional telephone etiquette.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percents, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: programming voice networks; equipment and configurations (including peripherals); main networks (Succession 1000, VOIP, Opt 11 and Opt 81c, Spectralind base stations and Key systems; voice switches; key system configurations; installation and repair of telecommunications equipment; and current generation software application packages.

ABILITY is required to schedule activities and/or meetings; gather and/or collate data; and consider a number of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of standardized methods. Ability is also required to work with a diversity of individuals and/or groups; work with a variety of data; and utilize a variety of job-related equipment. In working with others, some problem solving may be required to identify issues and select action plans. Problem solving with data requires independent interpretation of guidelines; and problem solving with equipment is moderate. Specific abilities required to satisfactorily perform the functions of the job include: communicating technical information to non-technical audiences; meeting deadlines and schedules; developing effective working relationships; and adapting to changing priorities.

Responsibility

Responsibilities include: working under limited supervision using standardized practices and/or methods; providing information and/or advising others; and tracking budget expenditures. Utilization of some resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 30% sitting, 30% walking, and 40% standing. The job is performed under a generally hazard free environment.

Education/Experience

Any combination equivalent to High School diploma, supplemented by college level course work or training in telecommunications or related field, and four years experience in the maintenance, repair and installation of telecommunications systems and equipment.

Required Testing

None Specified

Continuing Educ./Training

None Specified

Certificates/Licenses

Valid Driver's License & Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance

Sweetwater Union High School District programs and activities shall be free from discrimination based on gender, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation or the perception of one or more of such characteristics. SUHSD Board Policy #0410