

TELECOMMUNICATIONS ANALYST

Purpose Statement

Under the direction of of an assigned manager and/or supervisor, provides 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 for the purpose of providing operational telecommunications systems. (e.g. voice servers, PBX, voice switches, VOIP telephones, IVR-Interactive Voice Response, Single-Wire Paging, Cisco UCM-Unified Communications Manager, voice mail traffic and network interconnection to Unified Messaging System(s), etc.)
- Diagnoses and troubleshoots District voice network systems, including switches 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 situations 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.
- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.

Other Functions

- Performs other related duties as assigned.

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, Cisco UCM (Unified Communications Manager), Cisco Switching, 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; adapting to changing priorities; responds to emergency situations during and after hours as needed to resolve immediate safety concerns.

Working Environment

The work environment characteristics are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform essential functions. The usual and customary methods of performing the job's functions require the following physical demands: standing; walking; sitting; using hands to finger, handle or feel objects, tools or controls; reach with hands and arms; stoop; kneel;crouch;talk and hear. The employee must occasioannly life and/or move up to 25 pounds. Specific vision abilitites required by this job include close vision and distance vision. The noise level in the work environment is usually moderate.

Education/Experience

Any combination equivalent to High School diploma, supplemented by one (1) year of college level course work in information systems or related field and four (4) years experience in telecommunications systems.

Required Testing

None Specified

Certificates/Licenses

Valid California Driver's License

Continuing Educ./Training

None Specified

Clearances

Pre-placement Physical Exam; TB Clearance; and Criminal Justice Fingerprint/Background Clearance.

"Sweetwater Union High School District programs and activities shall be free from discrimination based on age, gender, gender identity or expression, or genetic information, sex, race, color, religion, ancestry, national origin, ethnic group identification, marital or parental status, physical or mental disability, sexual orientation; the perception of one or more of such characteristics; or association with a person group with one or more of these actual or perceived characteristics." SUHSD Board Policy 0410

Office-Technical Job Description

Adopted by BOT 05/16/07

Revised 12/11/17

Salary Range 66