

## TELECOMMUNICATIONS APPLICATIONS SPECIALIST

### Purpose Statement

Under the direction of an assigned manager and/or supervisor, performs a variety of technical support activities to assist in planning, organizing, coordinating and implementing telecommunication services for the District; provides related help desk and training services; participates in the programming of telecommunication systems and related equipment.

### Essential Functions

- Performs 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; assists in assuring smooth operation of telephone and voicemail systems, cellular phones and related equipment.
- Coordinates communications in support of telecommunication services; receives telephone calls and coordinates response to telecommunication system issues, needs and malfunctions; schedules and arranges system maintenance and repairs; inputs related tracking data into assigned computer system.
- Provides help desk support to personnel concerning telecommunication system operations, equipment and related malfunctions; provides general troubleshooting; determines type of request, diagnoses and provides solutions or routes complex problems to appropriate personnel as needed.
- Participates in the programming of telecommunication systems and related equipment including voicemail features and menus and PBX, cellular, digital, VoIP and Cisco UCM and Nextel telephone; follows-up on services to assure proper troubleshooting and resolution of system malfunctions.
- Confers with District personnel to determine telecommunication system needs; researches systems and services for cost-effectiveness and efficiency; provides recommendations concerning system plans, additions and modifications; assists in coordinating system services and modifications with telecommunication vendors and other outside agencies; orders new telephone lines as needed.
- Conducts training sessions for District personnel concerning the use of telecommunication systems and related voicemail operations; prepares and delivers oral presentations; prepares and distributes related training and informational materials.
- Researches, compiles and verifies a variety of data and information related to telecommunication systems; processes a variety of forms and applications related to assigned functions; duplicates and distributes materials as needed.
- Prepares and maintains 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.
- Provides input concerning telecommunication policies as requested; provides technical information to District personnel concerning telecommunication systems, policies and procedures; assists with administering special rate telecommunication services.
- Communicates with District personnel and various outside agencies to exchange information, coordinate activities and resolve issues and concerns.
- Operates a variety of office equipment including a copier, computer and assigned software.
- Coordinates and participates in the assembly, preparation and production of District-wide telephone directories, white page listings and emergency cards.
- Assists with monitoring the budget for telecommunication services and assuring expenditures do not exceed established limitations; verifies accuracy of related income and expenditures; reviews telecommunication billings to monitor usage and identifies billing errors.
- Provides recommendations concerning the purchase of telecommunication-related supplies, equipment and services; processes related purchase orders and documents as directed.
- Maintains current knowledge of technological advances in the field of telecommunications; attends and participates in various seminars, training sessions and workshops.
- Participates in coordinating response to and remain on-call for emergency situations as directed.

**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, records, and reports; facilitate group discussions; and solve practical problems. Specific knowledge required to satisfactorily perform the functions of the job includes: telecommunications 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; IVR; Federal E-Rate Program.

ABILITY is required to assist in planning, organizing, coordinating and implementing services involved in telecommunication systems and related equipment. Flexibility is required to work with others in a wide variety of circumstances including providing supportive services to troubleshoot and/or diagnose issues and provide solutions related to telecommunication systems and equipment. 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. 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 occasionally lift and/or move up to 10 pounds. Specific vision abilities 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 graduation from high school and three (3) years progressively responsible experience in telecommunication system support functions.

**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 01/25/03

Revised 01/23/06

Revised 12/11/17

Salary Range 56