

## TELECOMMUNICATIONS TECHNICIAN

### OVERALL JOB PURPOSE STATEMENT

Under the direction of the Director of Information Technology, the job of Telecommunications Technician ensures the availability and proper operations of the District's telecommunications and multimedia systems; providing required documentation for future reference and for requirements of outside agencies; providing information on the proper operation of telecommunications, multimedia systems and network connected peripheral equipment ; ensuring the completion of projects in a timely manner and in compliance with appropriate codes and regulations.

### DISTINGUISHING CHARACTERISTICS

This job is distinguished from similar jobs by the following characteristics: the Telecommunications Technician is a technical class responsible for performing repairs to, and installing/relocating telephone equipment, cables, intercom systems, alarm and bell systems, electronic clocks multimedia and related systems. This includes diagnosing, repairing and resolving equipment and system problems, programming voice messaging systems, performing traffic studies and recommending systems improvements, maintaining equipment and system inventory. Operates tools and advanced electronic analysis equipment.

### ESSENTIAL FUNCTIONS

- Installs, maintains, diagnoses and repairs telecommunications multimedia systems and equipment and a variety of network connected peripheral equipment (e.g. cabling, fire alarms, bells, projectors/speakers, score boards, digital marquees, public address systems, etc.) for the purpose of ensuring the availability and proper operations of services and systems.
- (see revision above)Performs the relocation, repairs and small scale installation of data cabling.
- 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.
- Provides hands-on support performing tasks such as hardware, software, and network troubleshooting, server imaging and configuration related to telecommunications and multimedia systems.
- Researches hardware and software applications and processes related to telecommunications and multimedia systems and equipment for the purpose of recommending standardized equipment and application in accordance with District's goals.
- Records/documents a variety of activities (e.g. preventive maintenance, purchases, inspections, etc.) for the purpose of providing required information for future reference and for requirements of outside agencies.
- Estimate time, material and supply needs to complete jobs; monitor inventory levels of telecommunications and multimedia parts and supplies; assist in ordering parts and supplies as directed.
- Instructs/orients school personnel on the available services and systems operation for the purpose of ensuring proper and efficient system usage and reducing service calls. (see revised bullet)Attends educational seminars and meetings for the purpose of addressing safety concerns and issues.

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- Coordinates/ work with outside contractors for the purpose of ensuring the completion of projects in a timely manner and according to specifications. Reports on project completion to supervisor.
- (see revised bullet)Assists in the performance of other related duties as assigned for the purpose of accomplishing organizational goals.

### JOB REQUIREMENTS: MINIMUM QUALIFICATIONS

#### KNOWLEDGE, SKILLS AND ABILITIES

**KNOWLEDGE** is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge required to satisfactorily perform the functions of the job includes: multimedia software and hardware; telecommunication standards; tie lines, off premise extensions, digital and analog services; PBX diagnostics, repair and programming; state and local laws governing the installation of telecommunication equipment; California Public Utilities Commission rules of safety practices; mechanical and electronic key systems and clocks; intercom and bell systems; record-keeping procedures; and microcomputers, and monitors.

**SKILLS** are required to perform multiple, highly complex, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment including using pertinent software applications; operating equipment used in the maintenance and repair of telecommunications and multimedia equipment; and preparing and maintaining accurate records.

**ABILITY** is required to schedule activities and/or meetings; gather and/or collate data; and consider a wide variety of factors when using equipment. Flexibility is required to independently work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and utilize equipment under a variety of conditions for multiple purposes. Ability is also required to work with a significant diversity of individuals and/or groups; work with data of widely varied types and/or purposes; and utilize a wide variety of types of job-related equipment. In working with others, problem solving is required to analyze issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific abilities required to satisfactorily perform the functions of the job include: establishing effective working relationships with others; understand and follow oral and written directions; reading drafts and blueprints relating to construction, reconstruction and cabling/wiring. Must be able to drive a vehicle to transport hardware, parts and equipment.

#### RESPONSIBILITY

Responsibilities include: working independently under broad organizational guidelines to achieve unit objectives. Utilization of some resources from other work units may be required to perform the job's functions. There is a continual opportunity to impact the Organizations services.

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### WORKING ENVIRONMENT

The usual and customary methods of performing the job's functions requires the following physical demands:

Physical Demands Frequency Definitions Based on an 8-Hour Day:

Seldom = 1-10% (<45 minutes)

Occasionally = 11-33% (up to 3 hours)

Frequently = 34-66% (up to 6 hours)

Continuously = 67-100% (more than 6 hours)

Seldom = climbing and balancing to install equipment and lifting up to 50 lbs. up to 30 ft. in distance

Occasionally	Stooping/bending, squatting/crouching, kneeling, twisting back, power/firm grasping, reach above shoulder, lifting and carrying up to 25 lbs. up to 35 ft. in distance
Frequently	Sitting, walking, standing, neck flexion/rotation, pushing/pulling, fingering/fine manipulation, handling/simple grasping, reach at and below shoulder, using hand and foot controls

### AUDITORY OR VISUAL REQUIREMENTS

Ability to hear electronic equipment for safe operations; hear telephones, answer questions, communicate with staff, students. Visual requirements: near, distant, color, depth and peripheral vision.

### ENVIRONMENTAL CONDITIONS

Ability to operate a motor vehicle requiring a Class C driver's license. The job is performed with exposure to dust and at heights where stairs and ladders need to be used.

### EXPERIENCE

Three years of increasingly responsible experience in the maintenance, repair and installation of telecommunications systems and equipment including at least one year of experience with VOIP systems; any combination of experience that demonstrates the ability to maintain, repair and install a variety of other networked multimedia equipment systems.

### EDUCATION

Any combination equivalent to graduation from high school or recognized equivalent supplemented by course work or certified training in telecommunications or related field.

### REQUIRED TESTING

Pre-employment testing and assessment to demonstrate minimum qualifications required for the position.

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### **CERTIFICATES**

Possession of a valid California Class C Driver's License; formal certification to maintain and repair telecommunications systems and equipment.

### **CONTINUING EDUCATION/TRAINING**

Ongoing training related to district-specific telecommunications and multimedia systems and other training as assigned.

### **CLEARANCES**

California Department of Justice (DOJ) and Federal Bureau of Investigation (FBI) background (fingerprint) clearance; pre-employment physical examination including Tuberculosis (TB) and drug screen clearances.