



District Proposal 6-20-23 Abolish Position– duties absorbed in Technology Support Specialist and Sr. Technology Support Specialist

Telecommunications Specialist

Classified Range: 52

Board Approved: 11/18/21 P. 114

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job; however, any additional duties will be reasonably related to this class.*

SUMMARY DESCRIPTION

Installs, maintains, and provides technical and service support to District-wide voice telecommunications systems.

SUPERVISION RECEIVED AND EXERCISED

Receives limited direction from appropriate supervisor; refers only unusual decisions to supervisor. May provide technical and functional direction to assigned student workers.

REPRESENTATIVE DUTIES

The following duties are typical for this classification.

1. Installs and moves telephones and telephone equipment including Voice Over Internet Protocol (VOIP), analog and digital telephone devices.
2. Configures, troubleshoots, and maintains VOIP devices, peripherals, and other calling devices as assigned.
3. Manages account administration within all telecommunication systems.
4. Creates voicemail accounts; provides telephone system training to users.
5. Configures and maintains call center systems District-wide.
6. Installs voice/data cabling and voice/data circuits; installs and configures VOIP/analog devices, routers, and other telecommunication voice gateway devices as assigned.
7. Acts as liaison between telephone service vendors and the District in resolving issues related to the telecommunications systems and lines.
8. Provides assistance when needed to the District concerning telephone service billing issues.
9. Provides network and help desk support; installs configures, troubleshoots, and maintains software, hardware, network systems, and data lines for the VOIP unified communications environment.
10. Provides end user device and software support as it relates to telecommunication systems end user applications.
11. Oversees equipment inventory within unified telecommunications systems.
12. Prepares and maintains records and reports related to all assigned areas of the telecommunications environment.
13. Performs tasks in assigned projects related to design and review of new telecommunications server systems, applications, and hardware.
14. Operates a variety of equipment related to assigned activities.
15. Stays current with changes and advances in telecommunication technology.
16. Performs other duties related to the primary job duties.



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MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

CORE COMPETENCIES:

Mathematical Facility

- Performs operations involving counting, adding, subtracting, multiplication and division
- Follow multi-step computational procedures and apply formulas
- Apply basic algebraic or geometric reasoning and problem-solving
- Recognize approaches and algorithms for finding real world computational solutions**
- Computes and interprets descriptive statistics**

Critical Thinking

- Analytically and logically evaluates information to resolve problems
- Follow guide, SOP or other step-by-step procedures for locating the source of a problem and fixing it
- May detect ambiguous, incomplete, or conflicting information or instructions**

Attention to Detail

- Focusing on the details of work content
- Shows care and thoroughness in adhering to process and procedures that assure quality
- Applies knowledge and skill in recognizing and evaluating details of work**
- Applies skilled final touches on products

Analyzing and Interpreting Data

- Apply sorting, coding and categorizing rules
- Analyze data
- Read reports
- Draw meaning and conclusions from quantitative and/or qualitative data

Professional Integrity and Ethics

- Follows a clear-cut set of rules
- Understands practical necessity of rules and ethical guidelines
- Shows consistency in behavior and judgement over a long term and varied situations

Legal and Regulatory Navigation

- Understanding, interpreting, and ensuring compliance with laws and regulations
- Locates, understands, or provides factual regulator information**
- Works within the bounds and limits of what is permissible



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Using Technology

- ~~Working with electronic hardware and software applications~~
- ~~Using basic features and functions of software and hardware~~
- ~~Experiments and finds novel uses for standard features and functions **~~
- ~~Adds, improves, modifies, or develops features and functionality**~~

Adaptability

- ~~Responding positively to change and modifying behavior as the situation requires**~~
- ~~Accept and adjust to changes and the unfamiliar~~

Innovation

- ~~Imagining and devising new and better ways of doing things**~~
- ~~Fix what is broken; find solutions and fixes with resources at hand~~
- ~~Finds new approaches to performing familiar tasks~~
- ~~Create and invent new ideas; envision the unexpected, unexplored, untried**~~

Listening

- ~~Comprehend and verbal instructions and orally presented information~~
- ~~Recalls or retrieves key points in a conversation~~
- ~~Listen actively by rephrasing others' input cogently and accurately**~~

Professional and Technical Expertise

- ~~Applying technical subject matter to the job **~~
- ~~Knows the rudimentary concepts of performing the essential technical operations~~
- ~~Possess recognized expertise outside of the organization**~~

Self Management

- ~~Follows through on instructions and assignments~~
- ~~Self-directed and self-monitored in commitments and accomplishments~~
- ~~Redefines or reprioritizes activities within scope of responsibility~~

Valuing Diversity

- ~~Shows acceptance of individual differences~~
- ~~Welcomes input and inclusion of others who may be different from oneself~~
- ~~Shows understanding and empathy for the challenges of groups seeking inclusion or dealing with perceived discrimination~~

***Lead, Advanced or Senior Level Positions*



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Education and Experience Guidelines

Education/Training:

~~A Bachelor's degree from an accredited college or university with major course work in telecommunications, computer science, or a related field.~~

Experience:

~~Three (3) years of experience in a network environment, providing administration and support consisting of responsibility for hardware, software, application support, and user training.~~

License/Certification:

~~Possession of a valid driver's license.~~

EQUIVALENCY PROVISION:

- ~~1. In the absence of a Bachelor's degree from an accredited college or university with major course work in telecommunications, computer science, or a related field, an Associate's degree and five (5) years of experience in a network environment, providing administration and support consisting of responsibility for hardware, software, application support, and user training is qualifying.~~
- ~~2. In the absence of an Associate's degree from an accredited college or university with major course work in telecommunications, computer science, or a related field, the equivalent of completion of high school and seven (7) years of experience in a network environment, providing administration and support consisting of responsibility for hardware, software, application support, and user training is qualifying.~~

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential job functions.

Environment: ~~Work is performed primarily in a standard office setting, with some travel between District sites.~~

Physical: ~~Primary functions require sufficient physical ability and mobility to work in an office setting; to stand or sit for prolonged periods of time; to occasionally stoop, bend, kneel, crouch, reach, and twist; to frequently lift, carry, push, and/or pull light to moderate amounts of weight up to 35 pounds; to occasionally lift, carry, push, and/or pull heavier amounts of weight with or without assistance; to operate office equipment requiring repetitive hand movement and fine coordination including use of a computer keyboard; and to verbally communicate to exchange information.~~

Vision: ~~See in the normal visual range with or without correction; vision sufficient to read computer screens and printed documents; and to operate assigned equipment.~~

Hearing: ~~Hear in the normal audio range with or without correction.~~