

TELECOMMUNICATIONS TECHNICIAN

DEFINITION

Under general supervision, installs, maintains, programs and troubleshoots telephone and voicemail systems and telecommunication peripherals; maintains and troubleshoots telecommunication system servers for the registration of phones and to manage voicemail; designs, installs and maintains District telecommunication network infrastructure.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Academic Computing and Infrastructure. Exercises no supervision of staff.

CLASS CHARACTERISTICS

This is a journey-level class in the telecommunications support series responsible for installing, maintaining, and troubleshooting telecommunications systems. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This classification is distinguished from the Information Technology Support Technician by its specialized telecommunications assignment. It is further distinguished from the Lead Telecommunication Technician in that the latter performs the most complex technical and specialized duties assigned to the Telecommunication Technician class series, including some basic analytical work.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Delivers, installs, or assists personnel in the installation of telecommunication systems such as telephones, fax machines, uninterruptible power supplies, system cards, and telecommunication peripherals and voicemail boxes; programs software for adds, moves, and other changes; builds copper and fiber optic circuits and routes.
2. Evaluates and effectively responds to requests for assistance from users experiencing problems with telecommunication systems; diagnoses system hardware, software and operator problems; trains users on software and hardware usage by providing instruction and documentation in person, on the phone, or electronically.
3. Responds to system alarms by interpreting and diagnosing the system's self-reported hardware and software issues.
4. Researches, resolves, and follow ups on routine user problems, and refers more complex problems to higher level personnel.
5. Performs stress tests on inbound, internal, and outbound communication peripherals including T1, IP and SIP trunk, analog lines, analog, TDM and IP phones.
6. Maintains and troubleshoots telecommunication servers for the registration of phones and to manage voicemail.

7. Maintains District emergency phones; replaces bulbs, troubleshoots voice and main boards; programs units.
8. Responds to energy management system network problems; troubleshoots and repairs by resetting, replacing switches, panels, and other parts.
9. Maintains hardware and software inventory; verifies stock and supplies for replacement parts; pickups parts from vendors; repairs and refurbishes phones and peripherals from available parts.
10. Performs manually and maintains the automatic server back-up systems.
11. Pulls and terminates cables; installs patch panels.
12. Assists in coordinating activities with help desk, network services, or other information systems staff.
13. Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
14. Participates in group problem solving activities to promote continual system improvements and initiatives.
15. Stays abreast of current trends and developments in telecommunications systems; researches and requests quotes on various telecommunications components to address departmental needs.
16. Responds to, supports, and troubleshoots fire alarm panels and elevator analog line problems and issues.
17. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
18. Promotes an environment of belonging as it relates to diversity, equity, inclusion, social justice, anti-racism, and accessibility.
19. Provides quality customer service when interacting with the public, vendors, students, and College staff, including individuals from minoritized groups.
20. Supports and abides by federal, state, local policies, and Board Policies and Administrative Procedures.
21. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and mandated trainings as required.
22. Prepares and delivers oral presentations related to assigned areas as required.
23. Performs other related duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of supporting a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Applicable federal, state, and local laws, rules, and regulations, and District and departmental codes, policies, and procedures.
3. Principles and practices used in the operations, maintenance, and administration of telecommunication hardware and related software systems including workstations, servers, and networks.
4. Techniques and methods of telecommunications hardware and software evaluation, implementation, and documentation.
5. Advanced telecommunication wiring infrastructure methods and techniques.

6. Troubleshooting, configuration, and installation techniques.
7. Occupational hazards and standard safety procedures.
8. Record-keeping principles and procedures.
9. Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Advocate for and communicate the College's vision and commitment to creating a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
2. Participate in addressing gaps in diversity, equity, inclusion, social justice, anti-racism, and accessibility in the recruitment and retention of staff.
3. Participate in providing resources and support towards the goal of a diverse, equitable, inclusive, socially just, anti-racist, and accessible academic and work environment.
4. Perform a variety of functions in the operation of a variety of telecommunications equipment and peripheral components, including voice systems; troubleshoot related problems and take appropriate action.
5. Identify and resolve telecommunications hardware and software problems and perform minor repairs.
6. Setup telecommunications hardware and install and configure software.
7. Troubleshoot voice protocols and applications.
8. Train staff on telecommunications software applications and hardware usage.
9. Interpret, explain, and ensure compliance with District policies and procedures.
10. Establish and maintain a variety of filing, record-keeping, and tracking systems.
11. Respond to and effectively prioritize multiple phone calls and other requests for service.
12. Make accurate arithmetic and statistical computations.
13. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
14. Operate modern office equipment including computer equipment and specialized software applications programs.
15. Use English effectively to communicate in person, over the telephone, and in writing.
16. Understand scope of authority in making independent decisions.
17. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
18. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:

Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

1. Equivalent to the completion of the twelfth (12th) grade; and
2. Two (2) years of responsible experience with working with enterprise level PBX systems and/or IP telephony.
3. An Associate's degree from a regionally accredited college in computer science, information technology, or closely related field is desirable.

Desirable Qualifications:

1. Experience working with policies and procedures relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI); OR
2. Experience with participation in programs relating to diversity, equity, inclusion, social justice, anti-racism, and accessibility preferably in a minority serving institution such as Hispanic Serving Institution (HSI) and Asian American and Native American Pacific Islander-Serving Institution (AANAPISI).

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, employees must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment as well as handling and working with thin wire. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work indoors and outdoors, and are exposed to inclement weather conditions, mechanical and/or electrical hazards, and may work in confined spaces requiring the use of protective clothing, equipment, and devices.