

ANTELOPE VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TELECOMMUNICATIONS TECHNICIAN

Salary Range 16

BASIC FUNCTION:

Under the direction of the Network Manager, operates and maintains the District telephone system and related software applications and equipment; responds to and resolves telephone related questions and issues; develops and maintains telephone system documentation and generates a variety of reports as requested; performs duties associated with telephone system operations; performs related duties as assigned.

REPRESENTATIVE DUTIES: *E = indicates essential duties of the position*

- Performs telephone system tests, calibrations, security, backup, recovery, and diagnostic procedures. (E)
- Access and assess calls from the trouble call desk. (E)
- Determine appropriate location and equipment. (E)
- Collects and organizes network and telephone request forms. (E)
- Installs, tests, and conducts repairs on phones, jacks, cross-connect cabling, house cable blocks, terminal number blocks, and voice cables; reviews specifications for equipment; oversees special projects such as cable installation. (E)
- Performs adds, moves, and/or change order for telephone service and coordinates service additions, repairs and changes. (E)
- Sets up, maintains, and programs voice mail boxes accounts and telephone system user accounts for employees; creates and maintains telephone directory; and monitors and creates documentation of telephone bills and usage with CallBill software. (E)
- Develops and provides materials and training regarding telephone system capabilities and features. (E)
- Interfaces with vendors and purchases telephone equipment, tools, and software as approved. (E)
- Provides technical expertise and advices for system design and modifications. (E)
- Installs and maintains Meridian system, Norstar, and Shoreline Voice Over IP. (E)
- Works with network team and users on telecommunications issues including the design of new telecommunications systems; troubleshoots, repairs, tests, installs, customizes, and maintains telecommunications equipment including telephones, and wiring.
- Organizes and recommends operating controls and procedures for voice telecommunications; Labels and maintains records of cables and equipment. (E)
- Programs office hours, off hours, and holiday maintenance recordings, times, and schedules; provides recording for District telephone systems information and voice response systems. (E)
- Generates variety of reports, telephone system status, switch directory database changes and telephone usage logs.
- Performs other related duties as may be assigned.

EDUCATION AND EXPERIENCE: Any combination equivalent to: certification or two years of course work in telephone and/or telecommunications operation or management, or one year experience operating, maintaining and repairing telephone and/or telecommunications equipment and related peripheral equipment and software applications.

KNOWLEDGE OF:

Telephone system installation, configuration and configuration management.

Telephone system operation, security, backup and recovery.

Telephone system reporting and print services and server operations.

Meridian Phone System Administration and Call Accounting Tools or other software associated with the telephone system.

Meridian system installation, maintenance and database management.

Telephone procedures, techniques and etiquette.
Operation of a telephone system console and telephone system components.
Telephone call accounting methods.
Record-keeping techniques.
Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Operate the telephone system console and related equipment.
Learn District employee locations and extensions, organization and operations.
Install telephones, system hardware and cables in difficult to reach locations.
Communicate and document telephone system and voice mail procedures and requirements to users.
Monitor telephone system equipment and software applications to assure proper operation and reporting; identify telephone system operational and equipment problems and confer with other District staff and vendors to identify and correct problems; run standard diagnostic procedures to identify telephone system equipment and software problems; and test the operation of new and modified telephone system hardware and software configurations.
Assist District employees and students in resolving telephone and telecommunications problems and investigate, trace and report sources of errors/problems.
Work independently with little direction.
Establish and maintain cooperative and effective working relationships with others.
Maintain records and logs as required.
Maintain and support telecommunications systems.
Direct telephone hardware and software vendors and consultants as required in maintaining and supporting telecommunications systems.
Communicate effectively with staff, students, vendors and the general public.

WORK DIRECTION, LEAD AND SUPERVISORY RESPONSIBILITIES: Not applicable – no permanent full-time staff to supervise.

CONTACTS: Co-workers, classified and faculty, contractors, and vendors.

PHYSICAL EFFORT:

Physical dexterity and freedom of movement to include climbing ladders and working in restricted spaces such as mechanical room closets, floor spaces and ceiling spaces.
Sitting for extended periods of time.
Reaching in all directions; bending and twisting
Lifting and carrying 25 pounds.

WORKING CONDITIONS:

Normal office environment.