



JOB TITLE: TELECOMMUNICATIONS TECHNICIAN

Classification: Classified
Salary Range: 37

Retirement Type: PERS*
Revised/Board Approved: October 18, 2004

BASIC FUNCTION:

Under the direction of an Information Technology Services administrator, install, configure, repair and provide preventive maintenance for District telecommunications equipment including computers, data communications equipment, telephone system equipment and new telephones; perform moves and changes of existing telephones, program the phone switch and install telecommunication boards in micro-computers. Provide installation, maintenance, and inventory of voice/data/video equipment and assist in the coordination of repairs for telecommunications services for the District.

REPRESENTATIVE DUTIES:

Install, configure, repair and maintain District telecommunications equipment including personal computer communications apparatus, data communications equipment, telephone system equipment and new telephones.

Perform telephone switch programming, maintenance and system diagnostics; troubleshoot switch-related outages; determine system load and perform preventive maintenance and expansion of the District telecommunications network.

Perform routine telephone moves, changes, installations and repairs.

Maintain inventories of District equipment and circuitry.

Review incoming equipment service orders; prioritize orders and provide day-to-day scheduling of technicians.

Ensure the completion of work requests and assist with voice/data services provided throughout the District.

Follow proper instructions when installing, maintaining and repairing telephones, circuits and related equipment in response to scheduled work orders and service calls.

Ensure installations and repairs are made to voice, data and video communication cable. Test the equipment for proper operation before signing off on the request.

Ensure that all records for the installations and repairs are maintained accurately and filed according to the department and District's record retention guidelines.

Program telecommunication switches to accommodate new services and changes; perform system moves and changes internally or via remote access.

Respond to emergency on-call situations in a timely manner.

Maintain current knowledge of the District's voice and data communications systems.

Serve as liaison with vendors in solving routine problems with the communications components.

Maintain sufficient stock of all equipment for back up of failed communications devices.

Assist in providing temporary phone and data service before, during and after registration.

Travel between sites to solve any technical or service problems; attend meetings, workshops seminars as assigned.

Perform related duties as assigned.

JOB QUALIFICATIONS:

Education and Experience:

Any combination equivalent to: two years of college-level courses in telecommunications and three years of telecommunications experience installing and maintaining telephone equipment including switches used by the District, wiring systems, phone sets and network design and configuration.

OTHER QUALIFICATIONS:

Knowledge/Areas of Expertise:

Current and complete technical knowledge of telephone switches, network configurations, voice/data circuit specifications, micro-computer modems and related areas of interaction with various service vendors.

Principles and techniques of voice and data communications.

Computers and data communications equipment.

Telecommunications principles, equipment, procedures and terminology.

Basic laws of electricity, theory of electric currents and power.

Safety procedures for electrical and mechanical hazards.

Methods of communication wiring.

Operation of data network systems.

Record keeping techniques.

Methods of storing inventory and maintain related records.

Abilities/Skills:

Properly follow safety guidelines, procedures and precautions to ensure safe practices at all times.

Install and maintain personal computer communications apparatus.

Install and maintain local area network.

Operate electronic test equipment used in testing computer and telephone lines.

Read and interpret manufacturers' manuals including schematics and flow charts.

Install and/or move telephone sets.

Install, maintain and repair telecommunication cable and equipment.

Differentiate colors when using color coded wires and schematics.

Use a personal computer for switch control.

Follow an activity, project, or plan of action from inception through implementation.

Analyze technical problems and do abstract problem solving.

Operate independently on an on-call basis.

Maintain records and prepare reports.

Analyze situations accurately and adopt an effective course of action.

Understand and follow oral and written directions.

Plan and organize work.

Work cooperatively with others.

WORKING CONDITIONS:

Read blueprints and use various testing devices to locate trouble and evaluate current voltage and resistance.

Work in conditions containing dust.

Push, pull, physically handle and regularly lift objects up to approximately 50 pounds.

Occasionally may have to lift up to 75 pounds.

Stand, stoop, bend, crawl or kneel to repair and/or install equipment.

Utilize hands, arms, feet and legs simultaneously.

Determine color-coded electrical wiring.

May work on weekends.

May have to work irregular hours during emergency situations and/or during registration.

* Previous employment performed in a different public retirement system may allow eligibility to continue in the same retirement system.