

## **TELECOMMUNICATIONS SPECIALIST**

### **DEFINITION**

Under direction, performs specialized and complex technical support duties related to troubleshooting, installing, configuring and maintaining telecommunications systems; analyzes, designs, tests and evaluates network systems for voice and data communications; receives and documents user help requests and provides technical assistance in support of networked telecommunications systems; identifies/resolves problems and recommends adjustments to enhance productivity and efficiency; and performs related work as assigned.

### **DISTINGUISHING CHARACTERISTICS**

This is the technical specialist class of the Telecommunications Series within Yosemite Community College District (YCCD). Incumbents in this class perform the full range of specialized technical duties related to troubleshooting, installing, configuring, and maintaining telecommunications systems and equipment. Incumbents utilize specialized knowledge of telecommunications technology to make decisions and complete assignments. Incumbents in this class frequently interact with users in the course of their duties, providing advanced technical support in resolving equipment and system access problems. Incumbents also perform a wide range of duties related to system installations, upgrades, maintenance and repairs.

This class can be distinguished from the higher-level class of Telecommunications Engineer because incumbents in that class perform professional analytical duties that emphasize system design and development.

### **SUPERVISION RECEIVED AND EXERCISED**

Incumbents in this class work under the direction of a manager or senior manager, receiving occasional supervision while working toward a definite objective that requires use of a wide range of procedures. Incumbents plan and/or determine specific procedures or equipment required to meet assigned objectives and solve non-routine problems, referring only unusual matters to a supervisor.

An incumbent in this class does not directly supervise other full-time employees, but may serve as a lead worker by assigning, directing and/or monitoring the work of subordinate full time employees on a regular basis.

### **EXAMPLES OF DUTIES** (*Illustrative Only*)

- Provides advanced technical assistance to system users by responding to help requests and troubleshooting telecommunications and related network system hardware, software and peripherals; determines the severity of the problem and either resolves the issue(s) or refers the problem(s) to higher-level information technology support staff.
- Performs skilled maintenance and repair on telecommunications equipment, media equipment, PBX management and a variety of other electronic equipment; utilizes specialized electronic

testing equipment in aligning, adjusting and repairing computer, network and telecommunications systems and media equipment; tests circuits of malfunctioning telecommunication equipment to isolate the source of malfunction.

- Installs and configures telecommunications and related computer hardware, software, programs and applications; tests and troubleshoots to ensure functional operation.
- Configures automated network services (voice mail, identity management, converged voice/data services); optimizes the network to maximize reliability while minimizing support costs; adapts and modifies existing software to meet specific needs.
- Assists users by diagnosing and solving voice/data communications problems.
- Routes cables and trunk lines from entry points to specified equipment, following diagrams.
- Sets up user accounts, regulating and monitoring file access to ensure confidentiality and proper use.
- Helps coordinate complex telecommunications development projects; recommends staffing, materials and equipment needs; estimates costs and timeframes; communicates with vendors and serves as the project liaison; provides leadership to assigned support staff; provides project updates to management.
- Assists with the evaluation, selection, and acquisition of new network hardware and software solutions; confers with vendors and/or other agencies as needed; researches options and analyzes costs/benefits of implementation; analyzes integration issues; determines communications requirements for new equipment installation; prepares reports and recommendations for management regarding the purchase of hardware, software and peripherals.
- Implements approved telecommunications security procedures.
- Recommends procedures, structures and contracts for support and maintenance of equipment.
- Provides ongoing assessment of security risks; recommends proactive measures to maintain the integrity of the telecommunications network.
- Assesses institutional needs and recommends new technologies for the District telecommunications network.
- Evaluates and recommends equipment, tools, and utilities to improve the quality of support for telecommunications services.
- Monitors servers and network equipment for response time, problem prevention, performance and resource utilization; implements actions to overcome result deviations.
- Supports large-scale implementation of new telecommunications network processes, upgrades and equipment rollouts; implements District-wide network upgrade strategies and procedures; troubleshoots and resolves conversion and implementation problems.
- Performs technical administrative duties; attends meetings; serves on committees and task forces; independently responds to various inquiries and correspondence; prepares information and data requested for administrative review; maintains information system documentation; prepares reports, files, correspondence and other documents.
- May serve as a lead worker by assigning, directing and monitoring the work of subordinate technical staff on a regular, project and assignment basis.
- Performs other related duties as assigned.

## **TYPICAL WORKING CONDITIONS**

- Work is generally performed in both indoor and outdoor locations, and may require exposure to varied weather conditions, dust, and noise as well as the extended use of computer screens.

## **MINIMUM QUALIFICATIONS**

*To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The knowledge and ability requirements are representative of essential duties. Reasonable accommodation may be made to enable individuals with disabilities to perform the essential functions of the position.*

### **Knowledge of:**

- Technical methods, procedures, materials, and techniques pertaining to the installation, repair, maintenance, and operation of a variety of computer network systems, telecommunication systems and media equipment, including PBX equipment.
- Specialized telecommunications machines and equipment, including the use of computers and peripherals.
- Legal mandates, policies, regulations, guidelines, and procedures pertaining to the operation, repair, and maintenance of a variety of electronic equipment.
- Safe working methods and procedures.
- Principles and practices of public relations.
- Modern office practices and procedures.
- Correct English usage, spelling, grammar, and punctuation.

### **Ability to:**

- Skillfully install, operate, maintain, and repair a variety of electronic, telecommunication, and media equipment.
- Perform skilled tasks utilizing special electronic testing equipment.
- Plan, lay out work, and accurately estimate labor and material costs.
- Maintain preventative maintenance records and prepare clear and concise reports.
- Understand and carry out oral and written directions.
- Communicate effectively, both orally and in writing.
- Establish and maintain effective working relationships with those contacted in the course of the work

### **Licenses and Certificates:**

- A valid license to drive in California is required.
- Must possess current certification regarding the operation and repair of an NEC 2400 PBX system.

### **Physical and Mental Standards:**

- **Mobility:** ability to sit for long periods, move about an office; ability to occasionally stand, bend, crawl and work in tight spaces; ability to reach above and below desk level.
- **Dexterity:** fine manipulation sufficient to operate a computer keyboard, make wiring connections, handle individual papers, write and take notes.
- **Lifting:** frequent lifting of papers, files, equipment and material weighing up to 10 pounds; occasional lifting of items up to 25 pounds.

- **Visual Requirements:** close vision sufficient to read files, documents, and computer screens and do close-up work; ability to adjust focus frequently.
- **Hearing/Talking:** ability to hear normal speech, speak and hear on the telephone, and speak in person.
- **Emotional/Psychological Factors:** ability to make decisions and concentrate; frequent contact with others including some public contact; frequent deadlines and time-limited assignments.

**Education and Experience:**

*Any combination of education, experience and/or training that would likely provide the above-required knowledge, skills and abilities is qualifying. Typical background patterns that would provide the knowledge, skills and abilities are:*

- Education: Possession of a associate's degree from an accredited college or university, with major course work in communications, computer science or a closely related field.
- Experience: One year performing telecommunications support duties that included responsibility for troubleshooting, installing, configuring, and maintaining telecommunications systems and equipment.

**Special Requirements:**

- None

*Class Adopted: 03/01/09*  
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