

ELK GROVE UNIFIED SCHOOL DISTRICT

CLASS TITLE: TELECOMMUNICATIONS NETWORK TECHNICIAN I

BASIC FUNCTION:

Under the direction of the Technology Operations Manager, provide first-line support for telephone assistance requests; serve as District Telecommunications Help Desk Operator; maintain the inventory of District phone equipment and other communications devices.

DISTINGUISHING CHARACTERISTICS:

The Telecommunications Network Technician I classification provides first-line assistance to telephone users at a help desk. The Telecommunications Network Technician II classification provides technical support and maintenance of District telephone, voice mail and related systems.

ESSENTIAL FUNCTIONS:

Initiate and follows up on telephone service work orders for new phones, moves, changes and repairs.

Record Help Desk requests received; determine appropriate and efficient solutions; place trouble calls to the appropriate communications carrier as necessary.

Provide periodic reports to management regarding open work orders, completed work orders and problem work orders.

Maintain complete and accurate connect and disconnect orders for District phone circuits; assure proper billing for services; review telecommunication billing for accuracy and current status.

Maintain the inventory of District phone equipment, including spare phones, cables, telephone systems and equipment, and other communications devices.

Enter and maintain the EGUSD Telecommunications Network Database; update and provide information on local phone company, phone system type, phone system provider, telephone numbers, locations, billing, circuit numbers and types.

Review and approve moves, changes and additions to phones to assure proper budget allocation and adherence to standards.

Enter and maintain long distance access codes for the District to assure proper billing for services; make changes to the access codes as required.

Set up users on voicemail; maintain accurate documentation of users and provide training and support as needed.

Perform related duties as assigned.

DEMONSTRATED KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Telecommunications and voicemail terminology.

Operation of a computer and assigned software, including Windows, Microsoft Word and e-mail.

Applicable laws, codes, rules and regulations.

Technical aspects of field of specialty.

Record-keeping and report preparation techniques.

Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

Provide first-line support for telephone assistance requests.

Operate a computer and applicable software.

Maintain records and prepare reports.

Coordinate multiple concurrent activities.

Understand and follow oral and written instructions.

Work independently with little direction.

Maintain current knowledge of technological advances in the field.

Communicate effectively both orally and in writing.

Establish and maintain cooperative and effective working relationships with others.

Maintain consistent, punctual and regular attendance.

Move hands and fingers to operate standard office equipment.

Hear and speak to exchange information in person and on the telephone.

Sit or stand for extended periods of time.

Climb ladders.

Bend at the waist, kneel or crouch.

EDUCATION AND EXPERIENCE REQUIRED:

Any combination equivalent to: graduation from high school and two years technical telephone customer support.

LICENSES AND OTHER REQUIREMENTS:

Valid California Class C driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor environment.

May be required to drive as needed.