

## **ELK GROVE UNIFIED SCHOOL DISTRICT**

### **CLASS TITLE: TELECOMMUNICATIONS NETWORK TECHNICIAN II**

#### **BASIC FUNCTION:**

Under the direction of the Technology Operations Manager, oversee the installation, maintenance and support of District telephone systems, voicemail systems and related equipment; communicate with appropriate communications carriers and vendors.

#### **DISTINGUISHING CHARACTERISTICS:**

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

#### **ESSENTIAL FUNCTIONS:**

Oversee the installation, maintenance and support of District telephone systems, voicemail systems and related equipment.

Oversee telephone service work orders for new phones, moves, changes and repairs; review and approve moves, changes and additions to phones to assure proper budget allocation and adherence to standards; provide periodic reports to management regarding open work orders, completed work orders and problem work orders.

Coordinate with Purchasing and vendors to obtain quotes for the installation and repair of telephone equipment; obtain quotes for the purchase of telephone sets and related equipment; coordinate with District administrators and staff to obtain quotes for the installation of cabling, software, hardware and maintenance for minor repairs.

Maintain complete and accurate connect and disconnect orders for District phone circuits; review bills to assure correct billing for phones in use.

Oversee the inventory of District phone equipment, including spare phones, cables, telephone systems and equipment and other communications devices; establish and maintain the District telecommunications network database; update and maintain accurate information on local phone company, phone system type, phone system provider, telephone numbers, locations, billing, circuit numbers and types, and others as required.

Coordinate with long distance and voicemail vendors providing voicemail and long distance services to the District; establish access codes for the District and assure District is properly billed for services.

Perform related duties as assigned.

**DEMONSTRATED KNOWLEDGE AND ABILITIES:**

**KNOWLEDGE OF:**

- Standard practices of telephone services and repair.
- Methods, materials and equipment used in the installation, maintenance and repair of telecommunications equipment and related systems.
- Telecommunications and voicemail terminology.
- 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.
- Health and safety regulations.

**ABILITY TO:**

- Perform technical work in the maintenance, repair and installation of telecommunications equipment and related systems.
- Interpret and apply applicable laws, codes, rules and regulations.
- 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.
- Analyze situations accurately and adopt an effective course of action.
- Establish and maintain cooperative and effective working relationships with others.
- Maintain records and prepare reports.
- Observe health and safety regulations.
- 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.
- Climb ladders.
- Bend at the waist, kneel or crouch.

**EDUCATION AND EXPERIENCE REQUIRED:**

Any combination equivalent to: graduation from high school and four 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.