

### JOB DESCRIPTION

<b>POSITION TITLE:</b> Telecom Technician	<b>JOB CODE:</b> 446L
<b>DIVISION:</b> Technology Services	<b>SALARY SCHEDULE:</b> Technology Services
<b>DEPARTMENT:</b> Infrastructure Services	<b>WORKDAYS:</b> Annual Administrative Employees
<b>REPORTS TO:</b> Infrastructure Network Team Lead	<b>PAY GRADE:</b> Rank L (NT12)
<b>FLSA:</b> Exempt	<b>PAY FREQUENCY:</b> Monthly
<p><b>PRIMARY FUNCTION:</b> Analyses, monitors, operates, installs and maintains telecommunications systems and equipment in addition to troubleshooting any type of hardware or software problems to ensure that systems perform in a manner which best meets business needs and objectives; Responsible for the initial programming, installation, system configuration, maintenance and repair of telecommunications equipment; Assists in the installation of telecom systems and equipment for new company facilities; Performs telecom network software installations and maintenance of network database for system maintenance and billing support; Possesses knowledge of data scopes, patch panels, modems and various analog and digital signaling systems; Must demonstrate thorough knowledge of T-1 network architecture and operating procedures; Knowledge of line control techniques and communication access methodology is needed; must be able to read engineering drawings and terminate cables and grounding systems.</p>	

**REQUIREMENTS:**

1.	Educational Level: Associate or technical institute degree/certificate in Computer Science, Information Systems or other related field, or equivalent work experience
2.	Certification/License Required: None required
3.	Experience: Minimum 3 years of IT work experience with basic understanding of telecommunications and multi-platform environments; VoIP experience
4.	Physical Activities: Routine physical activities that are required to fulfill job responsibilities
5.	Knowledge, Skills, & Abilities: Written and oral communication

*The Board of Education and the Superintendent may accept alternatives to some of the above requirements.*

**ESSENTIAL DUTIES:**

1.	Demonstrates prompt and regular attendance.
2.	Provides high quality Telecom support services and assistance to CCSD personnel as required, training, facility coordination and logistics with assigned tasks.
3.	Responsible for Adds, Moves and Changes for telecommunication systems.
4.	Responsible for programming and system set up/modifications for school PBX and VoIP systems; utilizes programming skills to customize individual systems to meet the needs of end users.
5.	Accountability for service requests are entered into the Web Help Desk software and are resolved in a timely fashion.
6.	Analyses, maintains, configures, and upgrades PBXs / VoIP telephone systems.
7.	Uses judgment to troubleshoot and provides resolution for voicemail, PBX, and VoIP issues.
8.	Supports and manages tasks to achieve project timelines and schedules.
9.	Interfaces with Telecommunication Service Providers to resolve issues as required.
10.	Maintains and submits documentation related to configuration of supported products.
11.	Works cohesively with the Customer Care Center, Network Support, Field Services teams and with vendors on system upgrades and or new installations and participates in knowledge transfer; supervises vendor participation in installations as needed.
12.	Maintains technical expertise in, as well as providing recommendations for improvement planning.
13.	Performs other duties as assigned by appropriate administrator.

Signature of Employee \_\_\_\_\_ Date \_\_\_\_\_

Signature of Supervisor \_\_\_\_\_ Date \_\_\_\_\_