

DATA/TELECOM TECHNICIAN



Information and Technology Department

Purpose:

The Data/Telecom Technician is responsible for the installation, repair, maintenance, and documentation of all telephone and telecommunications equipment within the District.

Reports to: Chief Information Officer

Nature & Scope:

The Data/Telecom Technician performs work of a varied nature under general supervision. The nature of the work requires adherence to policies, procedures, and regulations. The work requires regular independent judgment and decision-making. The incumbent regularly engages with highly sensitive information and is expected to maintain an absolute integrity of systems and the confidentiality of classified data. The incumbent interfaces with numerous employees across the district at all levels of the organization, and outside professionals.

Essential Job Functions:

1. Conducts oneself in the best interest of students, in accordance with the highest traditions of public education and in support of the District's mission.
2. Installs and maintains District telecommunications infrastructure, including POE switches, VOiP, voicemail, paging systems, e911, and T1 lines. (e.g. POE switches, VOiP, voicemail, paging system, e911, T1).
3. Repairs phone-related problems for all analog lines, including fire alarm lines, elevator lines, and security system lines.
4. Repairs network issues related to the telephone system and provides Tier 2 support.
5. Designs, programs and troubleshoots auto attendant menus throughout the District.
6. Creates, troubleshoots and deletes voicemail boxes and integrates them into District phone systems.
7. Installs and configures POTS/analog and VOiP phones.
8. Manages the District Telecommunication System for access by mobile phones, including resolving any issues related to smartphone access.
9. Manages the physical inventory of replacement and overstock telecommunications equipment, as well as the electronic inventory database. Ensures adequate inventory of telephones, telecommunications parts, and tools.
10. Coordinates upgrade and maintenance patches for telephone and voicemail systems.
11. Assists in planning and installing telecommunications equipment for new construction, remodels and portable installations.

12. Coordinates telecommunications maintenance and enhancement activities with outside vendors.
13. Assists in creating and maintaining technical documentation, including telecommunications specifications and network diagrams.
14. Serves as a consultant regarding the purchase of voice or data communications equipment.
15. Remains current with applicable building and fire codes.
16. Performs various reconfiguration tasks, including changes and additions to phone lines, caller IDS, and service area of switches.
17. Responds to emergency situations, taking steps to resolve and/or prevent disruptions or address hazardous conditions.
18. Maintains effective working relationships with other members of the Department as well as other school personnel and community members, including those from diverse cultures or backgrounds or those who speak limited or no English.
19. Complies with all procedures outlined in the *Code of Professional Conduct* and *Annual Notices for Education Practitioners, Teachers, Support Staff, Administrators, Substitutes Handbook* and all other Beaverton School District Policies and Procedures.

The statements contained above reflect general details as necessary to describe the principal functions of this job but should not be considered an all-inclusive listing of work requirements. Individuals may at times perform other duties as assigned which could include work in other functional areas to cover absences or relief, to equalize peak work periods or otherwise to balance the workload.

Required Qualifications:

1. Must possess an Associate's Degree or other credential from a technical trade school with coursework in telecommunications or a related field.
2. Must possess two years' experience related to maintenance and repair of telecommunication equipment.
3. In lieu of requirements #1 and #2, must have a high school diploma or GED and four years education and experience necessary to provide the required knowledge and abilities to perform the job related to maintenance and repair of telecommunication equipment.
4. Low voltage electrician license desired and/or demonstrated experience with low voltage phone cabling.
5. Must possess experience in performing maintenance and repair of VOIP phone systems.
6. Must possess the ability to read and comprehend technical manuals as well as building schematics and plans in relation to data and telecom information.
7. Must possess effective written and oral communications skills.
8. Must be able to read, understand, and follow multi-step written and verbal instructions in English.
9. Must be able to pass a criminal background check.
10. Must possess a valid Oregon or Washington drivers' License.

Working Conditions:

The Data/Telecom Technician works primarily within schools and office buildings. The work requires traveling frequently throughout the District on a daily basis. The work environment is often controlled and quiet, but may frequently include exposure to moderate to loud noise. The Data/Telecom Technician must be able to lift, move and install equipment weighing up to 50

lbs. The work requires regular focus on a computer screen. The incumbent is required to sit, stand, have finger/hand dexterity for working on computers for extended periods of time. Standing, walking, bending, stooping, kneeling, and standing/working on ladders will be required on occasion. The work environment may include exposure to unpleasant interior temperatures, dirt, wetness, communicable diseases, allergens, odors, dust, and unpredictable student behavior.

Work Year: 12-month

Bargaining Unit: OSEA

FLSA Status: Exempt

Date Approved: January 23, 2020

Date Revised: April 15, 2020

The Beaverton School District recognizes the diversity and worth of all individuals and groups. It is the policy of the Beaverton School District that there will be no discrimination or harassment of individuals or groups based on race, color, religion, gender, sexual orientation, gender identity, gender expression, national origin, marital status, age, veteran status, genetic information or disability in any educational programs, activities or employment.