

Job Title:	Senior Telecommunications Technician
Grade Level/Terms of Employment:	Unified Pay Schedule, Pay Grade 120
FLSA Status:	Exempt
Work Location:	Technology Services
Immediate Supervisor:	Manager, Service Desk and Desktop Support

General Description:

The Technology Services team is responsible for ensuring that Richmond Public Schools' technology resources function efficiently and meet the needs of the RPS community. The Senior Telecommunications Technician supports installation and maintenance of telecommunications equipment throughout the division.

Essential Duties and Responsibilities:

- Provides installation and maintenance for voice/data telephone equipment, fax equipment, and network components
- Coordinates with Telecommunications Technician to resolve technical issues
- Maintains/installs cabling infrastructure to support telecom equipment
- Conducts necessary preventative maintenance for all telecom equipment
- Investigates and repairs telecom equipment as needed
- Oversees telecom equipment movement and changes
- Maintains work ticket logs for all work performed
- Coordinates with the server team and network personnel
- Communicates on a regular basis with manager and users through voicemail, email, and in-person communication
- Adheres to ticketing protocols and department processes
- Performs other related duties as assigned

Qualifications:

- Associates degree required; IT or telecommunications field preferred
- 5 years' experience working with telecommunications equipment
- 5 years' experience managing VOIP systems
- Experience installing structured cabling and with switches and routers
- Networking certifications preferred
- Ability to communicate both verbally and in writing and work in a cooperative manner with school staff, other employees, the community, and service provider representatives