

DATA AND TELECOMMUNICATIONS SPECIALIST

Classification: Technology Location: Technology & Information Services Department

Reports to: Director of Technology and Information Services FLSA Status: Non-Exempt

Bargaining Unit: OSEA

This job description does not constitute an employment agreement between the employer and employee and is subject to change by the employer as the needs of the employer and requirements of the job change.

Part I: Position Summary:

The Data and Telecommunications Specialist assists in design, implementation, and administering the district's communications systems including some management of Voice over IP (VOIP) telecommunications systems, emergency radio, and intercom systems. Administration of these systems includes programming, maintenance of, and training end users in the use of VoIP endpoints (phones), radios, and base stations. When not supporting these systems, the Data and Telecommunications Specialist will assist the System Support Analysts with end user support of network connected devices.

Part II: Supervision and Controls over the Work:

Works under the Director of Technology and Information Services. Expected to be an expert in his/her assigned work responsibilities and to work with minimal direction and supervision other than priorities and major changes. Work is evaluated based on overall success of assisting users and resolving problems consistent with district and department policies, directives, and standard practices and procedures.

Part III: Major Duties and Responsibilities (depending on specific assignment):

1. Assists in the design and implementation of the District's telecommunications systems, offering system and technical expertise.
2. Assist in supporting assigned network and VoIP infrastructures (e.g. capacity/feasibility, planning, new installations, upgrades, configuration, feature functionality testing, maintenance, troubleshooting, backup systems, security procedures/protocols, operating procedures, guidelines and user connectivity) for the purpose of ensuring district coverage.
3. Act as primary contact for the district's internal communication system (e.g. telephones, voice mail, support calls, adds, moves and changes etc.) for the purpose of ensuring the availability of information and services.

4. Provide work order information to Operations as needed for escalating issues as well as data related additions and changes.
5. Provide support to the Network Engineer and System Support Analysts (e.g. desktop support, switching, wireless, and other network-related duties) for the purpose of ensuring coverage for district use.
6. Train end users and provide documentation regarding the use and features of the VoIP system and district/school radio systems.
7. Respond to emergency or critical incidents in order to confine, resolve, and/or prevent disruption in time-sensitive District activities or to prevent hazardous conditions.
8. Review all telecommunications (data and voice) bills prior to payment, resolving billing discrepancies and following through to ensure credits are received.
9. Assist System Support Analysts with end user support of network connected devices including laptops, desktops, printers, etc.

Perform other tasks and assumes other responsibilities as assigned.

Part IV: Minimum Qualifications:

Incumbents must have successful experience in working with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

- Associate's degree, and three (3) years previous experience working with VoIP systems, knowledge of and ability to assist in configuring and maintaining Local Area Network infrastructure components, including servers, workstations, and network switches and routers. Additional technical certifications and/or experience may be substituted for degree.
- Must possess a state driver license and a safe driving record and be able and willing to operate district-owned vehicles.
- Must demonstrate knowledge of TCP/IP networking and routing protocols.
- Must demonstrate knowledge of VOIP networking and protocols.
- Must demonstrate and understand network topology.
- Basic knowledge of network concepts and practices.

- Detailed knowledge of current Operating Systems (Windows, Mac, iOS, Android, Linux, etc.) and ability to support these in the field.
- Excellent interpersonal skills and ability to communicate effectively over the telephone and in writing with frustrated and/or confused customers.
- Ability to successfully troubleshoot network errors and work with the Network Engineer to resolve.
- Ability to use overall knowledge of architectures and systems to troubleshoot scenarios that may or may not be represented in published documentation.
- Ability to work independently and multitask under stressful conditions.
- Excellent organizational skills to facilitate the tracking of work orders and other assignments.
- Ability to quickly learn new systems and applications.

Part V: Desired Qualifications:

- Bilingual and bicultural skills.
- Ability to configure and maintain layer 2 devices.

Part VI: Physical and Environmental Requirements of the Position:

The physical demands and work environment described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- While performing the duties of this job, the employee is frequently required to sit, talk, move about, hear and speak.
- The employee must occasionally lift and/or move up to 50 pounds.
- Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.