

**Stanwood-Camano School District
Human Resources
Job Description**

TITLE: Telecommunications Technician

GENERAL SUMMARY

The Telecommunications Technician is responsible for the maintenance, troubleshooting, monitoring, repairing and installing of equipment or software associated with the telecommunications systems in the Stanwood-Camano School District. The Telecommunications Technician will be responsible for managing the telecommunications environment and its access by staff and patrons of the District. In addition, the Telecommunications Technician will assist the Computer Repair Technician in the maintenance and installation of computers throughout the District. The position will work closely with the Computer Repair and Network Technicians.

MINIMUM QUALIFICATIONS

Education and Experience

- High School diploma or GED
- Two years experience in telecommunications industry preferred
- Experience with data communications components including various protocols and hardware.
- Experience or knowledge in PBX, voicemail, telnet, wireless and data networks
- Experience with electrical systems including low voltage systems
- Experience in technical repairs.

Required Knowledge, Skills, and Abilities

- Ability to work in team environment and maintain good working relationships
- Ability to learn new technologies and solve end-user problems
- Ability to work courteously and patiently with peers and patrons
- Ability to determine daily work priorities in alignment with organization goals
- Ability to identify potential problems, efficiencies and economies
- Ability to coordinate work activities with supervisor to ensure efficient service delivery
- Ability to work under pressure and meet tight time lines
- Ability to effectively instruct others in classroom and non-classroom environments
- Ability to clearly communicate technical information and instruction to non-technical users
- Ability to effectively listen and understand client's needs
- Skill in dealing with difficult and/or frustrated users

- Ability to determine, and maintain, appropriate telecommunications inventory levels necessary to ensure timely and cost-effective repairs
- Ability to maintain necessary service and repair manuals
- Ability to perform physical tasks including the ability to lift and carry up to 50 pounds without assistance
- Technical knowledge of HVAC systems and control hardware and software

DUTIES AND RESPONSIBILITIES

- Program and maintain the Mitel PBX phone systems
- Replace and/or repair telephone sets
- Install new phones, cross connect and program as necessary
- Create and delete Voice Mail user accounts
- Instruct staff in the use of Voice Mail system
- Update the Filemaker Pro data base as staff members come and go
- Print directories from FM Pro and post on the email system
- Update the Proctor Enhanced 911 emergency system
- Maintain the Automated Weather Service stations and servers
- Assist the Computer Technician in all aspects of computer repair
- Assist the Network Technician in wiring for computer stations
- Maintain the printer for the PBX SMDR records
- Teach and assist staff in programming clocks and bell controllers
- Maintain the District's Nextel cell phones
- Assist staff with Intergate questions and internet security
- Assist with trouble shooting and repair
- Assist setting up new work stations, TCP/IP, internet and email
- Perform other related tasks and responsibilities as assigned by Technology Director.

SUPERVISOR: Technology Director

11/5/04