

RIVERSIDE UNIFIED SCHOOL DISTRICT

CLASS TITLE: COMMUNICATIONS TECHNICIAN (Range 33)

BASIC FUNCTION:

Under the direction of management, performs technical work in the planning, acquisition, programming, maintenance, support, installation and overall operations of the Telephony Systems for Riverside Unified School District.

REPRESENTATIVE DUTIES:

Performs analysis of telephone communications including (ACD, IVR, PBX, IP Telephony) and contributes to the design of telephone communications systems integraton and installation, and maintenance including planning for changes in system use. *E*

Installs and maintains telephone systems hardware and software, including but not limited to, network nodes. Electronic Key Systems, PBX's, IP and digital phones, video, cabling, terminals and wiring. *E*

Monitors and maintains telephone network stability; coordinates and provides maintenance for telephone communications systems and services. *E*

Prepares and maintains documentation for telecommunications configurations and cabling layouts. *E*

Maintains inventory of spare parts needed to support the services offered by the division in charge and analyzes system performance and maintenance reports to determine areas of weakness or possible future problems. *E*

Provide assistance to other departments to insure proper integration with data, intercom, video distribution, security cams and other types of equipment as they become available to support successful implementation and operation of communicative technologies. *E*

Provide training to users in the proper use of communicative technologies withn Riverside Unified School District. *E*

Responsible for maintaining backboards in each area including MPOE (Main point of entry). *E*

Maintain tools, test equipment, shop, reports, databases, and vehicle. *E*

Other duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Fiber optic, coaxial, and copper cabling and cross connection equipment.

Digital and analog testing methods.

Voice and video terminal equipment specification, installation and troubleshooting.

Basic telephone systems wiring, cable fault locations, PBX operations and configuration.

Metropolitan Area Networks (MAN).

Ethernet.

Course Wave Division Multiplexing (CWDM).

Dense Wave Division Multiplexing (DWDM).

Enhanced 911.

Internet Protocol (IP).

Computer network generated management information system processes; concepts and principals involving WAN and telephone communication network of computer, printers, routers, switches, gateways, telephones and other related networking equipment.

ABILITY TO:

Use any and all tools required to maintain District telephone systems.

Communicate effectively with employees, vendors, and the public.

Understand and convey oral and written directions.

Establish/maintain effective professional relationships with others.

EDUCATION AND EXPERIENCE:

Equivalent to Five (5) years telephone outside plant experience, PC hardware/software with Two (2) years experience in telecommunications networking. Experience with systems such as; Nortel, Meridian Opt11, Opt 61, Call Pilot Unified Messaging and Symposium and Inter-tel Premier and Access Systems. Additional training in PBX, messaging, call centers and OTM or converged networks.

LICENSES AND OTHER REQUIREMENTS:

Possess and maintain a valid California driver's license. Strong verbal and written communication skills.

WORKING CONDITIONS:**ENVIRONMENT:**

Indoor environment.

Outside environment.

Driving a vehicle to conduct work.

PHYSICAL ABILITIES:

Lifting heavy objects.

Hearing and speaking to exchange information and make presentations.

Standing for extended periods of time.

Carrying, pushing and pulling.

Reaching overhead, above the shoulders and horizontally.

Dexterity of hands and fingers to operate assigned equipment.

Seeing to diagnose problems.

Bending at the waist, kneeling or crouching.