

TELECOMMUNICATIONS SUPPORT MANAGER

Purpose Statement

The job of Telecommunications Support Manager was established for the purpose/s of designing, installing, repairing and maintaining district telephone, voice transmission systems and related services (voice mail, paging, etc.); assisting schools and offices in resolving issues related to telephone support; and installing telephone system wiring and equipment.

This job reports to Information Technology Manager

Essential Functions

- Administers telephone and voice messaging system(s) throughout the district (e.g. adding lines, moving extensions, setting up voice mail, etc.) for the purpose of supporting teachers, administrators and support staff telecommunication needs.
- Attends meetings, trainings and/or workshops for the purpose of conveying and/or gathering information; and maintaining skill levels required to perform duties.
- Coordinates scheduling with contractors, outside vendors and district personnel for the purpose of maintaining telephone service during regular operation and conversion/remodeling.
- Diagnoses problems within the voice, voicemail, and related systems for the purpose of determining the appropriate course of action to accomplish system repairs.
- Installs phone equipment and inside and/or outside wiring from distribution frames for the purpose of providing telecommunications services.
- Maintains voice, voicemail and related systems for the purpose of ensuring systems are operational and configured to the needs of users.
- Monitors assigned district activities and/or program components (e.g. vendors/contractors status checks, work orders, department employees, etc.) for the purpose of coordinating activities and ensuring compliance with established financial, legal and/or administrative requirements.
- Oversees telecommunications equipment operation (e.g. orders, coordination of installation and repairs, etc.) for the purpose of ensuring equipment is available and maintained.
- Participates in the design, implementation and ongoing maintenance of voice services for the purpose of ensuring that district requirements are met.
- Researches a variety of topics as requested (e.g. discrepancies, current practices, policies, etc.) for the purpose of providing information and/or recommendations for addressing a variety of administrative requirements.
- Responds to technical and nontechnical inquiries from a variety of internal and external parties (e.g. department personnel, other district staff, other schools, vendors, public agencies, etc.) for the purpose of providing information, facilitating communication among parties, resolving issues and/or providing direction as may be required.
- Supervises the installation and implementation of voice systems within school buildings for the purpose of monitoring vendor performance and compliance with contractual requirements.

Other Functions

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform multiple, highly complex, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: applying pertinent codes, polices, regulations and/or laws; using pertinent diagnostic and application software; operating equipment used in voice transmission; operating standard office equipment; and planning and managing projects.

KNOWLEDGE is required to perform algebra and/or geometry; review and interpret highly technical information, write technical materials, and/or speak persuasively to implement desired actions; and analyze situations to define issues and draw conclusions. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: digital/analog telephone equipment; telecommunication systems operation and installation including local and interstate carrier services, frames relays, ISDN and similar technology; telephone grade cable testing; voice over fiber, TCP/IP technologies; and safety practices and procedures.

ABILITY is required to schedule activities, meetings, and/or events; gather and/or collate data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined and similar processes; and operate equipment using a variety of processes. Ability is also required to work with a significant diversity of individuals and/or groups; work with similar types of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation; and problem solving with equipment is significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; displaying mechanical aptitude; meeting deadlines and schedules; setting priorities; working as part of a team; working with frequent interruptions; and working non-standard hours.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; directing other persons within a small work unit; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; some climbing and balancing; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 15% sitting, 15% walking, and 70% standing. The job is performed under minimal temperature variations and under conditions with some exposure to risk of injury and/or illness.

Experience Job related experience within specialized field is required.

Education Targeted job related education that meets organization's prerequisite requirements.

Equivalency None Specified

Required Testing

None Specified

Certificates & Licenses

Valid Driver's License & Evidence of Insurability
Low voltage (or higher) wiring license

Continuing Educ. / Training

None Specified

Clearances

Criminal Justice Fingerprint/Background Clearance
MVR (Motor Vehicle Record) Clearance

FLSA Status

Exempt

Approval Date

Salary Grade

Exempt 75X

I HAVE READ AND UNDERSTAND THE SCOPE OF THE JOB AND HOLD THE MINIMUM REQUIREMENTS:

Employee Name (Please Print): _____

Employee Signature: _____ Date: _____