

SAN JOSE UNIFIED SCHOOL DISTRICT

I. Title: Telecommunications Specialist

II. Definition

Under general supervision, is responsible for telecommunications equipment, telecommunications infrastructure support and communications application support. While there is often overlap in Telecommunications areas, a Telecommunications Specialist is an expert in at least one area of telecommunications support and has a strong understanding and ability in at least one other area of telecommunications.

Telecommunications areas are:

Wide Area Networking Systems (WAN)

Local Area Networking Systems (LAN)

Network Servers and Personal Computer Operating Systems

Telephone Systems

III. Examples of Duties

Performs duties defined for the Telephone Technicians, Network Coordinators and other Telecommunications staff. Serves as the key support person in their assigned specific area of Telecommunications. Takes primary support responsibility for the specific area assigned. Also serves as a backup to at least one other specific Telecommunications area. Coordinates and completes telephone and/or network support requests. Manages their work schedule assigned to insure time lines are met as needed by departments and schools. Helps define and document telecommunications standards and procedures. Assists and trains other telecommunications staff members in their specific area of expertise in telecommunications.

IV. Distinguishing Characteristics

Persons in this position are capable of performing high level telecommunications system design installation and trouble shooting. They are able to configure telecommunications equipment and work with outside support vendors for implementation help and troubleshooting. They have the ability to coordinate their efforts with other staff to meet time lines. They are able to work independently as well as cooperatively with other department and district staff to provide training and assistance.

They have the ability to deal with difficult support situations and follow through to make certain the issues are resolved. They have a strong customer service focus and a sense of urgency to meet the needs of our customers.

V. Employment Standards:

A. Knowledge of:

Data and Voice Communications Systems;

Operation/repair/installation of voice and data communications test equipment;

Network and Telephone Cabling requirements and interface technology;
Effective customer service strategies;
Server and personal computer operating systems;
Network security and bandwidth management.

B. Ability to:

Read and draw schematic diagrams; perform skilled shop work in the construction, maintenance and repair of telephone/data equipment; perform research and test on equipment; keep records and write reports.
Trouble shoot complex data and voice system problems.
Analyze uses of telecommunications systems and provide assistance and guidance to help users take advantage of telecommunications solutions.
Train users and support staff on effective uses of telecommunications systems.
Work cooperatively with others; schedule and complete tasks to meet the needs of department and school users.
Install servers and computer operating systems.
Assist other staff with high level trouble shooting skills in repair and maintenance of computer and telecommunications equipment.
Design and analyze telecommunications transport systems using strategies that balance cost effectiveness and usage capacity needs.

C. Education/Training/Experience:

AA degree with emphasis in telecommunications or related field or equivalent combination of training and experience in the telecommunications field which meets or exceeds the standards of knowledge, skills and abilities listed above.

D. Licenses/Certificates:

Valid California Driver's License.

Date: _____

Range: 35A

Position Code: _____(to be established by H.R.)