

SAN DIEGO UNIFIED SCHOOL DISTRICT

POSITION DESCRIPTION

TITLE:	Telecommunications Systems Specialist	REPORTS TO:	Assigned Supervisor
DEPARTMENT:	Integrated Technology Support Services	CLASSIFICATION:	Classified
FLSA:	Non-Exempt	SALARY GRADE:	046 OTBS
REVISED:	October 15, 2002		

BASIC FUNCTION:

Plan, coordinate, and implement telecommunications systems service at district facilities and conduct training of district staff on telecommunications systems including voice mail; lead and direct the work of assigned clerical support staff.

REPRESENTATIVE DUTIES: Incumbents may perform any combination of the essential functions shown below. This position description is not intended to be an exhaustive list of all duties, knowledge, or abilities associated with this classification, but is intended to accurately reflect the principal job elements.

E = Essential Functions

Plan, coordinate, and implement telecommunications systems service at school sites and other district facilities. **E**

Meet with district staff to determine needs and recommend available telecommunications systems within district guidelines. **E**

Conduct training sessions for district staff on telecommunications systems in use including voice mail systems. **E**

Develop surveys of telephone usage; monitor telecommunication system billings to detect overcharges by vendors; maintain records of telephone installations and service and conduct site inspections to resolve problems. **E**

Serve as district liaison with Pacific Bell and other telecommunications systems vendors to coordinate services and make necessary changes to telephone systems. **E**

Prepare and monitor district telecommunication systems budget and recommend changes to Maintenance & Operations administrative staff. **E**

Oversee preparation of district-wide telephone directories and listings and coordinate with Pacific Bell for inclusion in public use directories. **E**

Attend training sessions sponsored by Pacific Bell and other telecommunication systems vendors to keep abreast of current technologies. **E**

Interpret district policies and procedures related to telecommunications systems and act as a district resource for telephone systems. **E**

Review potential funding sources available to the district for systems upgrades and make recommendations to district administration. E

Lead and direct the work of assigned clerical support staff. E

Perform related duties as assigned.

MINIMUM QUALIFICATIONS:

EDUCATION AND EXPERIENCE:

Any combination of training, experience, and/or education equivalent to graduation from a recognized four-year college or university with a degree in telecommunications, business administration, or other related field, and two years of experience working in the telecommunications industry providing customer service or training on telecommunications systems.

LICENSES AND OTHER REQUIREMENTS:

None.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

Variety of public and private telephone systems including voice mail systems.

Technical aspects of field of specialty.

Correct English usage, grammar, spelling, punctuation, and vocabulary.

ABILITY TO:

Conduct training sessions for all levels of district staff in telecommunications systems.

Establish and maintain effective working relationships with all levels of district staff, other agencies and telecommunications systems vendors.

Operate standard office equipment including microcomputers and related software applications.

Communicate effectively orally and in writing.

Plan and organize work.

Apply advanced budgetary principle systems and procedures.

Meet schedules and time lines.

Maintain records.

Read, interpret, apply, and explain rules, regulations, policies, and procedures.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor setting

PHYSICAL REQUIREMENTS:

Hearing and speaking to exchange information; seeing to perform assigned duties; sitting for extended periods of time; dexterity of hands and fingers to operate a computer keyboard and other office equipment; kneeling, bending at the waist, and reaching overhead, above the shoulders and horizontally, to retrieve and store files and supplies; lifting light objects.

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Job Code 7175

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