

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Supervisor, Telecommunication Services

Unit: Supervisory & Professional

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Job Code: D1260

Original Date: 03/2023

Last Revision: 03/2023

Staff Type: Classified

FLSA status: Exempt

Salary Range: E

DEFINITION

Under the direction of the Manager, Network Services or assigned manager the Supervisor, Telecommunication Services position plans, implements, and oversees daily operations in the District's comprehensive telephone and telecommunications functions. The supervisor is primarily responsible for ensuring effective, efficient, and equitable services in all add, moves, changes, installations, and upgrades of telephone and communications hardware, software, and applicable carrier services. The position provides direct supervision of assigned classified professionals and coordinates the work of vendors as necessary. The supervisor manages the District's phone listings and e-phone directory and maintains all telephony, and voice mail system programming or similar systems used to provide telephone, telecommunication, and related services district-wide. This position operates with significant independence within established policies, procedures, and protocols.

EXAMPLES OF DUTIES

1. Recommend, implement, assess, and revise procedures for requesting, documenting, and completing work requests effectively, efficiently, and equitably districtwide. Provide direct technical assistance to faculty and staff in person, via video conferencing, telephone, electronic mail, voice mail or the help desk.
2. Maintain inventory of all carrier service lines and coordinate with vendors for debugging and diagnosing equipment or service outages and restoring services timely.
3. Provide technical assistance effectively to a diverse community of faculty and staff with the operation and function of telecommunication devices and voice mail.
4. Troubleshoot and resolve hardware and software problems; modify settings or replace equipment to attain resolution, ensure compatibility of the district-wide telephone network.
5. Perform basic diagnostics and repairs of telephones, PBX systems, and voice mail systems; provide training and materials to diverse communities of users effectively; and maintain accurate voicemail records.
6. Work closely with the telephone services team to maintain system configuration records for users, equipment, station information, and wiring.
7. Research and recommend the purchase of system hardware and software, obtain quotes for repair costs and maintenance, and contact vendors for product information and price quotes; establish and maintain positive working relationships with service contractors.
8. Maintain telephone system call records and traffic records and analyze usage data to provide recommendations on system operations and needs.
9. Update, maintain, and process all records in the call activity accounting system and provide monthly call record reports to college departments.
10. Initiate work orders, coordinate outside vendor services for remodels and new construction, and complete Change Management work orders and reassign to appropriate groups.

11. Plan, organize, direct, supervise, and lead daily operations in the Telecommunication Services department, including assigning job duties and work schedules, providing timely feedback on performance, conducting performance evaluations, assessing training and professional development needs for assigned staff and providing training opportunities, participating in hiring and onboarding new staff, and participating in corrective and disciplinary processes with assigned staff.
12. Participate proactively in assigned committees and special projects; cooperate, coordinate, and collaborate with stakeholders as appropriate to advance telecommunication strategic objectives and effective operations.
13. Utilize technology resources effectively to automate routine processes and procedures, improve the efficiency of operations, and maintain currency with telecommunication operational standards; evaluate and recommend changes in technology resources to improve operations; collaborate proactively with technology services staff to make programming changes necessary to meet operational requirements; and ensure the use of technology resources results in equitable services and outcomes for diverse communities.
14. Work collaboratively and professionally with faculty, staff, and other stakeholders from diverse academic, socioeconomic, cultural, disability, gender, and ethnic communities.
15. Demonstrate cultural humility, sensitivity, and equity-minded leadership in working with individuals from diverse communities; model inclusive behaviors; and achieve equity in outcomes.
16. Contribute positively to a culture of diversity, equity, and inclusion; take action to promote staff diversity; and create an inclusive environment in the IT Services department.
17. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Applicable federal and state laws, regulations, and programs.
- District organization, operations, mission, strategic objectives, policies, procedures, and rules.
- Effective communication methods, techniques, and modes with diverse stakeholders.
- Effective telecommunication and telephone operations within a diverse educational and professional environment.
- Effective, efficient, and equitable professional and service-oriented office operations, procedures, and practices.
- Effective information and record management methods.
- Effective project management principles and practices.
- Private Branch Exchange (PBX) telephone systems, key systems, digital voice mail systems, and carrier services.
- Software applications, computer systems, and other technology resources used in the administration of telecommunication and telephone systems.

Skills and Abilities:

- Communicate effectively with diverse stakeholders, orally and in writing.
- Define issues, analyze problems, evaluate options, develop sound conclusions, and make appropriate recommendations in accordance with applicable laws, regulations, policies, procedures, and rules.
- Develop and implement effective telecommunication and telephone services procedures.
- Establish and maintain effective working and professional relationships with individuals from diverse communities.
- Hire, onboard, train, evaluate, supervise, develop, and discipline assigned staff.
- Learn from errors, determine appropriate corrective action, and prevent repeat occurrences
- Provide training, professional development, and professional growth to assigned staff.
- Maintain accurate records and produce detailed, thorough, and accurate statistical analyses and reports.
- Maintain appropriate professionalism in stressful situations.
- Operate and effectively use office technologies and software applications, including general business platforms and technologies specific to telecommunication and telephone services.
- Organize, assign, prioritize, and guide work activities of assigned staff and provide timely, effective feedback.

Training and Experience:

Any combination of training and experience equivalent to: a bachelor's degree from an accredited college or university, three years of relevant business experience, and three years of progressive leadership or supervisory experience related to telecommunications and telephone services.

Demonstrated cultural competency, sensitivity to, and understanding of the diverse academic, socioeconomic, cultural, disability, gender, and ethnic backgrounds of community college students and staff.

License:

Valid California driver's license.

WORKING CONDITIONSPhysical Requirements:

Category III. May move and lift moderately heavy equipment.

Environment:

Favorable, usually involves an office. Normal, flexible work hours with some extended hours are performed in an office or classroom setting throughout the District. Exposure to video display terminals and computer related noise levels. Exposure to dust and equipment-cleaning materials occurs on a regular basis. Travel between District sites.