

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Manager, Telephone Services

Unit: Management

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Job Code: C3412
Original Date: 05/2013
Last Revision: 05/2013
Staff Type: Classified
FLSA status: Exempt
Salary Range: 14

DEFINITION

Under the direction of the Director of Information Technology, manage all telephone and telecommunications for the District. Manage the Telephone specialist staff and third party vendor resources for all adds, moves, changes, installs and upgrades of telephone and communications hardware, software and applicable carrier services. This position is responsible for managing the District's white and yellow page phone book listings and e-phone directory, while maintaining the PBX and voice mail system programming.

EXAMPLE OF DUTIES

1. Recommend and establish procedures for requesting, implementing and documenting all work requests throughout the District. Respond to telephone, electronic mail, voice mail, verbal and written service requests to provide technical assistance to faculty and staff either in person, via telephone, electronic mail, voice mail or the help desk.
2. Maintain inventory of all carrier service lines and works with vendors for debugging and diagnosing equipment or service outages.
3. Assist faculty, administrative staff and support staff with the operation and function of telecommunication devices and voice mail.
4. Troubleshoot and resolve hardware and software problems; modify settings or replaces faulty equipment to attain resolution, ensure compatibility of district-wide telephone network.
5. Perform basic diagnostics and repairs of user telephones, PBX systems and voice mail systems; provide user training and materials to voice mail users. Maintain accurate voice mail record database.
6. Work closely with the telephone services team to maintain system configuration records for users, equipment, station information and wiring.
7. Research and make recommendations regarding the purchase of system hardware and/or software; obtain quotes for repair costs and maintenance; contact vendors for product information and price quotes. Contact service contractors as needed.
8. Move and deliver telephone equipment between district-wide locations as well as within campus locations.
9. Maintain telephone system call records, traffic records and provide recommendations regarding system operation/needs based on analysis of trunk/line network usage.
10. Update, maintain and process all records in the call activity accounting system. Provide monthly call record reports to college departments.
11. Initiate work orders upon request. Coordinate outside vendor services for remodels and new construction. Complete Change Management work orders and reassigns to appropriate group.
12. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Analytical methods.
- Budgeting principles.
- Computers and applicable software applications.
- Customer service principles.
- Private Branch Exchange (PBX) telephone systems, key systems, digital voice mail systems, and carrier services.
- Project management principles and practices.
- Supervisory principles.
- Technological trends.

Skills and Abilities:

- Communicate effectively with others.
- Configure systems for consistency with district wide college policies and procedures.
- Lift and work on equipment that may be located in tight and poorly lighted spaces, such as under desks, in closets or other confined areas.
- Multi-task.
- Plan, organize and document complex system operations.
- Train others who are unfamiliar with telephone/voice mail equipment and their applications and function options.
- Trouble-shoot problems with Private Branch Exchange (PBX) telephone systems, key systems, digital voice mail systems, and carrier services.

Training and Experience:

- Bachelor's Degree in Computer Science or related discipline. Relevant experience may substitute for the degree requirement on a year for year basis. Four years work experience in managing large scale telecommunications environment, or four years working with local PBX telephone systems, or four years managing large telephone support staff and demonstrated knowledge of network and various telecommunication carrier services.

License:

- Valid driver's license and working vehicle for ability to drive to all sites throughout the District.

WORKING CONDITIONS

Physical Requirements:

- Deadline pressure and interruption of planned schedule or concentration occur on an ongoing basis.
- Exposure to video display terminals and computer related noise levels, as well as dust and equipment-cleaning materials occurs on a regular basis.

Environment:

- Normal, flexible work hours with some extended hours are performed in an office or classroom setting throughout the district.