

San Diego Community College District

CLASSIFICATION DESCRIPTION

Title: Telephone Specialist

Unit: Office Technical

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Job Code: J1405
Original Date: 07/2009
Last Revision: 08/2012
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 27

DEFINITION

Under the direction of the Manager of Telephone Services, provide technical support for the District's telephone and voice mail systems. Perform adds, moves, changes, problem solving, consulting and training on the use of the telephone and voice mail systems. Maintain system configurations, backups and monthly utilization reports.

EXAMPLE OF DUTIES

1. 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. Assist faculty, administrative staff and support staff with the operation and function of telephone and voice mail systems.
3. Troubleshoot and resolve hardware and software problems. Modify settings or replace faulty equipment to attain resolution, and coordinate with third party service providers.
4. Provide user training and documentation.
5. Maintain system configuration records for users, equipment and wiring.
6. Perform basic diagnostics and repairs of user telephones and voice mail.
7. Research and make recommendations regarding the purchase of system hardware and/or software.
8. Move and install telephone equipment throughout the campus and district locations.
9. Maintain telephone system 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 remodels and new construction installations.
12. Serve as a resource for creating documentation and training materials in response to faculty, administrative and support staff inquiries for technical support.
13. Update staff telephone/voice mail records. Maintain accurate voice mail record database.
14. Attend conferences, seminars, and training sessions to keep current with rapidly changing technologies, telephone/voice mail utilities and tools.
15. Perform all other related duties as assigned.

DESIRABLE QUALIFICATIONS**Knowledge:**

Business telephone procedures and etiquette.
District organization, operations, policies, and objectives.
English usage, grammar, spelling, punctuation, and vocabulary.
Interpersonal skills using tact, patience and courtesy.
Modern office practices, procedures, and equipment.
Operation of telephone equipment and systems.
Communication problems within communication systems.
Oral and written communication skills.
Record-keeping techniques.
Telephone.

Skills and Abilities:

Communicate effectively both orally and in writing.
Configure systems for consistency with district wide college policies and procedures.
Establish and maintain effective working relationships with others.
Lift and work on equipment that may be located in tight and poorly lighted spaces, such as under disks, in closets or other confined areas.
Maintain records and prepare reports.
Multi-task.
Plan, organize, Operate and document complex system operations.
Relate effectively over the telephone with people from various cultural and socio-economic situations.
Train others who are unfamiliar with telephone/voice mail equipment and their applications and function options.
Trouble-shoot communication problems with the system
Understand and follow oral and written directions.
Work cooperatively with others.
Work effectively with deadline pressure and interruption of planned schedule or concentration.

License:

Active drivers' license and working vehicle for ability to drive to all sites throughout the District.

Training and Experience:

Any combination of training and experience equivalent to: at least four years of successful work experience in the field of computer science, telecommunications or telephone system support or satisfactory completion of 15 semester units of courses related to Computer Science and two years of successful work experience in the field of computer science.

WORKING CONDITIONS**Physical Requirements:**

Category III. Travel between District sites.

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.