

San Diego Community College District

CLASSIFICATION DESCRIPTION

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Job Code: J1405
Original Date: 07/2009
Last Revision: 04/2018
Staff Type: Classified
FLSA status: Non-exempt
Salary Range: 27

Title: Telephone Specialist

Unit: Office Technical

DEFINITION

Under the direction of the Manager, Network and PC Services, or assigned supervisor or manager, provide technical support for the District's telephone and voicemail systems. Perform adds, moves, changes, problem solving, consulting, and training on the use of the telephone and voicemail systems. Maintain system configurations, backups, and monthly utilization reports.

EXAMPLE OF DUTIES

1. Respond to telephone, electronic mail, voicemail, and verbal and written service requests to provide technical assistance to faculty and staff.
2. Assist faculty, administrative staff, and support staff with the operation and function of telephone and voicemail systems. Provide user training and documentation.
3. Troubleshoot and resolve hardware and software problems. Perform basic diagnostics and repairs of user telephones and voicemail. Modify settings or replace faulty equipment to attain resolution and coordinate with third party service providers.
4. Maintain system configuration records for users, equipment, and wiring. Maintain telephone system and voicemail traffic and call records and provide recommendations regarding system operation/needs based on analysis of trunk/line network use. Provide monthly call record reports to college departments.
5. Research and make recommendations regarding the purchase of system hardware and/or software.
6. Move and install telephone equipment throughout the campus and district locations. Initiate work orders upon request. Coordinate remodels and new construction installations.
7. Serve as a resource for creating documentation and training materials in response to faculty, administrative, and support staff requests for technical support.
8. Attend conferences, seminars, and training sessions to keep current with rapidly changing technologies and telephone/voicemail utilities and tools.
9. Perform related duties as assigned.

DESIRABLE QUALIFICATIONS

Knowledge:

- Business telephone procedures and etiquette.
- Communication problems within communication systems.
- Configuration, operation, and problem resolution for traditional and VoIP telephone equipment and systems.
- District organization, operations, policies, and objectives.
- English usage, grammar, spelling, punctuation, and vocabulary.
- Modern office practices, procedures, and equipment, including computer hardware and software.
- Oral and written communication skills.
- Record-keeping techniques.

Skills and Abilities:

Communicate effectively both orally and in writing.
Configure systems for consistency with districtwide policies and procedures.
Demonstrate interpersonal skills using tact, patience, and courtesy.
Establish and maintain effective working relationships with others.
Lift and work on equipment that may be located in tight and poorly lighted spaces.
Maintain records and prepare reports.
Effectively manage multiple tasks simultaneously.
Plan, organize, operate, and document complex system operations.
Relate effectively with people from varied cultural and socio-economic backgrounds.
Train users on telephone/voicemail equipment and applications.
Trouble-shoot communication problems with the system.
Understand and follow oral and written directions.
Work cooperatively with others.
Work effectively with deadline pressure and frequent interruptions.

Training and Experience:

Any combination of training and experience equivalent to: 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, telecommunications, or telephone system support.

License:

Valid California drivers' license and availability of a private vehicle.

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.