

Job Title: **Telecommunications Coordinator**
 Job Family: **Information Technology**
 Pay Program: **Classified**
 Prepared/Revised Date: **June 16, 2008**

Job Code: **1479**
 FLSA Status: **Non-Exempt**
 Pay Range: **G 26**
 Typical Work Year: **12 months**

SUMMARY: Responsible for coordinating and evaluating ongoing and new telecommunications projects, systems and services for the District, including scheduling, planning and communicating. Coordinate, monitor and manage reports, billing and procedures for telecommunication equipment and services.

ESSENTIAL DUTIES AND RESPONSIBILITIES: *To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill and/or ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

| Job Tasks Descriptions | Frequency | % of Time |
|--|----------------|-------------|
| 1. Coordinate telecommunications projects, vendors and staff. Serve as a point of contact for installations, moves, additions, changes, billing, telecommunications services and problem solving. | D | 30% |
| 2. Provide technical support, troubleshoot and resolve telecommunications-related problems, which may include training and instructing others on the use of various equipment/services, performing program changes, prioritizing tasks and service level goals. | D | 20% |
| 3. Manage, compile, produce reports/spreadsheets on, evaluate, verify, distribute, authorize and pay bills related to the district's long distance, cellular phones, pagers and voice/data line charges. Produce reports for monthly E-rate submissions and backup, monitor and update CDR and 911 records. Formulate and modify spreadsheets used to update data and monitor equipment lines and services. Manage, monitor and maintain purchasing card transactions and procedures for telecommunication equipment and services. | D | 20% |
| 4. Provide input and present information related to telecommunications services and procedures and participate as a team member on the development of telecommunications solutions, including renovation, relocation and construction of schools. | D | 15% |
| 5. Ensure emergency safety equipment interfacing with telecomm in operating properly, including line seizure devices, fire and security alarms, HVAC monitoring equipment and buffer boxes. Run reports for police, security and administrative staff that provide specific 911 call information. Communicate with staff regarding system failures or problems and deliver advice or updates to users. Provide backup cellular support during emergencies, telecommunications failures and power outages. | D | 5% |
| 6. Maintain and monitor inventories of telecommunications equipment, including phones, telecommunication parts and equipment. Stock, issue and monitor District pagers. | D | 3% |
| 7. Monitor, maintain and determine projections and recommendations for district-wide telecommunication services. | D | 2% |
| 8. Compare District records with customer service records (CSRs) from vendors and make appropriate changes to billing and services. | A | 2% |
| 9. Order and implement traffic reports showing phone witch and data line activity to assist with future planning and to monitor utilization and staff usage. | A | 2% |
| 10. Perform other job-related duties as assigned. | Ongoing | 1% |
| | TOTAL = | 100% |

EDUCATION AND RELATED WORK EXPERIENCE:

- High school diploma or equivalent.
- Post-secondary courses in telecommunications, computer applications, accounting/budget management, project management and/or business practices.
- Minimum of 1 year of experience in switch (PBX) operations, call accounting, Nortel Option 81C, Option 11 and voice messaging systems.
- Minimum of 2 years of experience in administration, coordination and project management of telecommunications services and support.
- Minimum of 1 year of experience in PC operating system and Microsoft Office Suite software (Excel, Word and Access).

LICENSES, REGISTRATIONS or CERTIFICATIONS:

- Criminal background check required for hire.
- Ability to travel among district locations.
- Certification in telecommunications call accounting software.
- Option 11-81C Basic Student Guide (H002) certification required within 1 year after entering position.
- Basic Telecommunications Courses I & II preferred.

TECHNICAL SKILLS, KNOWLEDGE & ABILITIES:

- Strong interpersonal relations skills.
- Administrative and project coordination skills.
- Advanced computer troubleshooting, analysis, database management, critical thinking and problem solving skills.
- Intermediate knowledge of voice mail systems, Option 81C and Option 11 systems, telephony and telecommunications.
- Strong knowledge of financial accounting systems, purchasing card systems (PARIS preferred) and call logging software (HEAT preferred).
- Ability to maintain confidentiality in all aspects of the job.
- Ability to manage multiple tasks with frequent interruptions.
- Ability to manage multiple priorities.
- Ability to promote and follow Board of Education policies, Superintendent policies and building and department procedures.
- Ability to communicate, interact and work effectively and cooperatively with all people including those from diverse ethnic and educational backgrounds.
- Ability to recognize the importance of safety in the workplace, follow safety rules, practice safe work habits, utilize appropriate safety equipment and report unsafe conditions to the appropriate administrator.

MATERIALS AND EQUIPMENT OPERATING KNOWLEDGE:

- Operating knowledge of and experience with personal computers and peripherals.
- Operating knowledge of typical office equipment, such as telephones, copier, fax machine, E-mail, etc.
- Operating knowledge of and experience with Microsoft Windows and Excel.

REPORTING RELATIONSHIPS & DIRECTION/GUIDANCE:

| | POSITION TITLE | JOB CODE |
|--------------------|---------------------------------|-----------------|
| Reports to: | Manager of IT Customer Services | 060911 |

| | POSITION TITLE | # of EMPLOYEES | JOB CODE |
|------------------------|-----------------------|-----------------------|-----------------|
| Direct reports: | None | | |

- Responsible for coordinating the activities of contract telecommunications technicians and vendors.

BUDGET AND/OR RESOURCE RESPONSIBILITY:

- Approve and monitor Transfer of Expenditures and track entries in District financial system (SFS).
- Approve, receive and pay for orders placed through vendors.
- Track accounts in PARIS.
- Manage, compile, produce reports/spreadsheets on, evaluate, verify, distribute, authorize and pay bills related to the District's telecommunications services.

PHYSICAL REQUIREMENTS & WORKING CONDITIONS: *The physical demands, work environment factors and mental functions described below are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*

| PHYSICAL ACTIVITIES: | Amount of Time | | | |
|-------------------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Stand | | X | | |
| Walk | | X | | |
| Sit | | | X | |
| Use hands to finger, handle or feed | | | X | |
| Reach with hands and arms | | X | | |
| Climb or balance | | X | | |

| PHYSICAL ACTIVITIES: | Amount of Time | | | |
|--------------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Stoop, kneel, crouch, or crawl | | X | | |
| Talk | | | X | |
| Hear | | | X | |
| Taste | X | | | |
| Smell | | X | | |

| WEIGHT and FORCE DEMANDS: | Amount of Time | | | |
|----------------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Up to 10 pounds | | | | X |
| Up to 25 pounds | | X | | |
| Up to 50 pounds | X | | | |
| Up to 100 pounds | X | | | |
| More than 100 pounds | X | | | |

| MENTAL FUNCTIONS: | Amount of Time | | | |
|--------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Compare | | | X | |
| Analyze | | | X | |
| Communicate | | | | X |
| Copy | | X | | |
| Coordinate | | | X | |
| Instruct | | X | | |
| Compute | | | X | |
| Synthesize | | X | | |
| Evaluate | | | X | |
| Interpersonal Skills | | | | X |
| Compile | | | X | |
| Negotiate | X | | | |

| WORK ENVIRONMENT: | Amount of Time | | | |
|---------------------------------------|-----------------------|------------------|-------------------|-----------------|
| | None | Under 1/3 | 1/3 to 2/3 | Over 2/3 |
| Wet or humid conditions (non-weather) | X | | | |
| Work near moving mechanical parts | | X | | |
| Work in high, precarious places | X | | | |
| Fumes or airborne particles | X | | | |
| Toxic or caustic chemicals | X | | | |
| Outdoor weather conditions | X | | | |
| Extreme cold (non-weather) | X | | | |
| Extreme heat (non-weather) | X | | | |
| Risk of electrical shock | | X | | |
| Work with explosives | X | | | |
| Risk of radiation | X | | | |
| Vibration | X | | | |

| VISION DEMANDS: | Required |
|---|-----------------|
| No special vision requirements. | |
| Close vision (clear vision at 20 inches or less) | X |
| Distance vision (clear vision at 20 feet or more) | X |
| Color vision (ability to identify and distinguish colors) | X |
| Peripheral vision | |
| Depth perception | |
| Ability to adjust focus | |

| NOISE LEVEL: | Exposure Level |
|---------------------|-----------------------|
| Very quiet | |
| Quiet | |
| Moderate | X |
| Loud | |
| Very Loud | |