LEAD TELECOMMUNICATIONS SUPPORT TECHNICIAN

DEFINITION

Under general supervision, performs the most complex and varied technical support and training related to telecommunication systems; installs, maintains, programs, and troubleshoots telephone and voicemail systems and telecommunication peripherals. Maintains and troubleshoots telecommunication system servers for the registration of phones and to manage voicemail; designs, installs, and maintains College telecommunication network infrastructure.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Infrastructure and Data Security. Exercises technical and functional direction over and provides training to staff.

CLASS CHARACTERISTICS

This is an advanced journey-level class in the telecommunications support series responsible for installing, maintaining, and troubleshooting telecommunications systems. Incumbents at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This classification is distinguished from the Information Technology Support Technician by its specialized telecommunications assignment. It is further distinguished from the Telecommunication Technician in that the latter performs the most complex technical and specialized duties assigned to the Telecommunication Technician class series, including some basic analytical work, and provides technical and functional direction to lower-level staff; whereas, the Telecommunication Technician does not exercise technical and functional direction to lower level staff.

EXAMPLES OF ESSENTIAL FUNCTIONS (Illustrative Only)

1. Provides lead direction to a crew of telecommunications support staff; schedules and assigns duties; reviews work upon completion for quality control purposes; assists with performance evaluations.
2. Evaluates and recommends modifications and upgrades to telecommunication systems based on feedback and input on needs from the user community; researches and requests quotes on various telecommunications components to address departmental needs.
3. Coordinates projects, personnel, and systems to facilitate access to the College's inter-networked telecommunications systems; prepares reports or design documents for telecommunication technology related projects; provides adequate, smooth, and efficient telecommunications services for students, faculty, and staff; receives, prioritizes, and coordinates response to work orders; estimates and provides adequate materials, equipment, and staff needed.
4. Evaluates and effectively responds to requests for assistance from users experiencing problems with telecommunication systems; troubleshoots and diagnoses system hardware, software and operator problems; trains users on software and hardware usage by providing instruction and documentation in person, on the phone, or electronically.
5. Delivers, installs, or assists personnel in the installation of telecommunication systems such as telephones, fax machines, uninterruptible power supplies, system cards, and peripherals and voicemail boxes; programs software for adds, moves, and other changes; builds, repairs, and maintains copper and fiber optic circuits and routes.
6. Researches, evaluates, and confers with vendors concerning telecommunication systems, hardware, software, and peripherals; functions as a liaison between the College and vendors to facilitate the design, installation, and maintenance of the communication system infrastructure.

Amended 2.2019

7. Implements, tests, and monitors inbound, internal and outbound communication peripherals including T1, IP trunk, analog, TDM, SIP, and VoIP systems.
8. Maintains and troubleshoots telecommunication servers for voice and voicemail systems.
9. Maintains and troubleshoots wireless, Ethernet, and cellular communications for voice integration.
10. Configures, supports, and troubleshoots emergency phones, fire alarm panels, and elevator analog phones for compliance with fire and state building codes.
11. Maintains and monitors inventory levels of telecommunication supplies and equipment; orders, receives, and maintains adequate inventory levels; reviews coordinates, and authorizes minor purchases; recommends major tool and equipment purchases.
12. Coordinates repair of telecommunications equipment with outside vendors and contractors; performs repairs as needed.
13. Coordinates and provides access to College communication services by external entities for events and functions.
14. Configures and maintains voice system backups and restoration procedures for disaster recovery.
15. Pulls and terminates network and voice cabling; installs patch panels.
16. Assists in coordinating activities with help desk, network services, or other information systems staff.
17. Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.
18. Participates in departmental meetings and group problem solving activities to promote continuous system improvements and initiatives.
19. Stays abreast of current trends and developments in telecommunications systems.
20. Participates on committees, task forces, and special assignments, including, but not limited to Screening and Selection Committees and affiliated trainings. Prepares and delivers oral presentations related to assigned areas if needed.
21. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.
22. Performs other related or lower classification duties as assigned.

QUALIFICATIONS

Knowledge of:

1. Principles and practices of providing technical and functional direction and training to assigned staff.
2. Working knowledge with administration of unified telecommunications platforms and related software systems including servers, virtualization architectures, SIP, VoIP, PoE, and wireless systems.
3. Working knowledge and experience with enterprise voice systems.
4. Techniques and methods of telecommunications hardware and software evaluation, implementation, and documentation.
5. Working knowledge of structured cabling methodologies, installation and repair, qualification of infrastructure cabling, and core alignment fusion splicing of fiber optics for installations and repairs.
6. Working knowledge of routing and switching in an enterprise environment.
7. Troubleshooting, configuration, and installation techniques with modern and legacy phone systems.
8. Applicable federal, state, and local laws, rules, and regulations, and College, departmental, and building codes, policies, and procedures.
9. Occupational hazards and standard safety procedures.
10. Record-keeping principles and procedures.
11. Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software. English usage, spelling, vocabulary, grammar, and punctuation.
12. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and College staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills & Abilities to:

1. Perform a variety of functions in the operation of a variety of telecommunications equipment and peripheral components, including voice systems; troubleshoot related problems and take appropriate action.
2. Identify and resolve telecommunications hardware and software problems and perform minor repairs.
3. Setup telecommunications hardware and install and configure software.
4. Troubleshoot network protocols, voice protocols, and applications.
5. Train staff on telecommunications software applications and hardware usage.
6. Interpret, explain, and ensure compliance with College policies and procedures.
7. Establish and maintain a variety of filing, record-keeping, and tracking systems.
8. Respond to and effectively prioritize multiple phone calls and other requests for service.
9. Make accurate arithmetic and statistical computations.
10. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
11. Operate modern office equipment including computer equipment and specialized software applications programs.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Understand scope of authority in making independent decisions.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Education and Experience:
Any combination of training and experience that would provide the required knowledge, skills, and abilities is qualifying. A typical way to obtain the required qualifications would be:

Equivalent to an Associate's Degree from a regionally accredited college and (3) three years of responsible experience working with enterprise level Voice over Internet Protocol (VoIP) systems and/or Internet Protocol (IP) telephony and at least 3 years of Mitel programming experience.

Preferred Qualifications:

Mitel Programming Certification

Licenses and Certifications:

The incumbent may periodically be required to travel to a variety of locations. If operating a vehicle, Incumbents must have the ability to secure and maintain a valid California driver's license.

PHYSICAL DEMANDS

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various College sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 50 pounds with the use of proper equipment.

ENVIRONMENTAL ELEMENTS

Incumbents work indoors and outdoors, and are frequently exposed to dust, fumes, and allergens and occasionally exposed to loud noise levels, inclement weather conditions, chemicals, mechanical and/or electrical hazards, and hazardous physical substances. Incumbents may interact with staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.