



**Job Title:** Telecommunications Technician      **Wage/Hour Status:** Nonexempt  
**Reports To:** Assistant Superintendent,  
Technology and Information Services      **Pay Grade:**  
**Dept. /School:** Technology      **Date Revised:** July 18, 2011

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**Primary Purpose:**

Provide a single point of contact for all district staff to assist and resolve problems relating to computer and communications-related services. Responsible for telephone support, telephone systems problem evaluation, and distribution of telephone-related work orders.

**Qualifications:**

**Education/Certification:**

High School diploma or GED

**Special Knowledge/Skills:**

Broad knowledge of telephone hardware and software applications  
Knowledge of Nortel Telephone Systems, Plexar lines, and VoIP Telephony  
Knowledge of software used to develop spreadsheets, databases, and word processing  
Ability to detect and solve technical problems  
Excellent organizational, communication, and interpersonal skills

**Experience:**

One year work experience in technology support position

**Major Responsibilities and Duties:**

**Telephone Support:**

1. Receive telephone calls and assist with end users to resolve problems and utilize software.
2. Work cooperatively with end users to detect and resolve handsets and line problems.
3. Communicate with Telephone Service Provider and other vendors to resolve end-user problems.
4. Communicate with programmer/analyst to detect and resolve end-user problems with internally developed applications and database management.
5. Support all telephone systems, P-Phones, Norstar, VOIP Telephony, Analog, cell phones and pagers.

**Technical Support:**

6. Program Southwestern Bell telephones by logging into their system, PlexarMate.
7. Program VIP telephones through the use of Cisco CallManager.
8. Process telephone-related work orders and assigns priorities to work orders.
9. Make evaluations and recommendation on all repairs and costs.
10. Arrange for contract repairs for work that cannot be performed by district staff.
11. New schools and renovations: work closely with contractors on phone cabling and system installation.

**Records and Reports:**

12. Maintain telephone log records and use data to identify areas for improvement including training and maintenance support.
13. Oversee all software materials and licenses, performing routine inventories and filing.
14. Monitor repair invoices and other billing relating to communications to correct charges.

**Other:**

15. E-Rate - compiling information and reports to file for the E-Rate discount on telecommunications.
16. Comply with policies established by federal and state law, State Board of Education rule, and local board policy.
17. Other duties as assigned.

**Supervisory Responsibilities:**

None

**Equipment Used:**

Telephone, two-way radio, personal computer, printer, copier, and calculator, fax machine, and other telephone peripherals

**Working Conditions:****Mental Demands/Physical Demands/Environmental Factors:**

Prolonged use of telephone  
Repetitive hand motions and prolonged use of computer

*NOTE: The foregoing statements describe the general purpose and responsibilities assigned to this job and are not an exhaustive list of all responsibilities, duties, or skills that may be required.*