PERALTA COMMUNITY COLLEGE DISTRICT - October 22, 2012

CLASSIFIED JOB DESCRIPTION

DISTRICT TELECOMMUNICATION SYSTEMS COORDINATOR
(SEIU Local 1021 Salary Range 107)
Job Code: 931

CLASS PURPOSE

Under the direction of the Chief Information Officer (Information Technology) or designee, the Telecommunication Systems Coordinator is responsible for the overall design and management of the telecommunication systems network at the District Administrative Center, campuses and remote locations. Troubleshoots telephony network problems, which may involve complicated network problems. Works with telecommunications staff and clients (Staff, Faculty and Administrators) to analyze and resolve telecommunications network problems. Leads and directs Telecommunications services vendors. Analyze telecommunications requests, assists, monitors, coordinates and reviews all related telecommunications systems (PBX, Voice Messaging, IP Telephony, OPS Manager) and services.

EXAMPLES OF ESSENTIAL DUTIES:

Any one position may not include all of the duties listed nor do listed examples include all tasks which may be found in positions of this class. To perform this job successfully, an individual must be able to perform each essential duty of the position satisfactorily. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions required for the position.

- Leads, coordinates and directs Network Coordinators, telecommunications staff and Telecommunication vendors, as needed in the installation, implementation, management and maintenance of the District-wide telecommunications network. Identifies requirements and collaborates with the appropriate internal and external technical resources in the implementation or resolution of telecom network issues. Provides a singular management strategy to maintain the stability, integrity and security of the Districts telecommunications network infrastructure.

- Participates in (and leads as necessary) management planning, design and implementation of new telecommunications technology required to meet organizational goals and objectives. Works with IT Management team to define technical direction of District-wide IT Telecommunications and networking strategy. Ensures that the necessary capabilities and functional elements of the District-wide telecommunications network environment are incorporated as part of the overall design providing a stable Production environment.

- Reviews, recommends and implements improvements to existing telecommunications services and/or procedures. Keeps up to date with the latest telecommunications technology and the potential impact of its application in the District’s existing infrastructure. Recommends and implements upgrades/improvement to existing technology to improve efficiencies, increase reliability and reduce operating costs wherever possible.

- Reviews telecommunications related monthly billing services and resolves billing discrepancies. Processes service orders for telecommunications needs, i.e., T1 s, trunking, phone lines, DSL.
services, and PBX, Voice Messaging, related services. Maintains operational reliability and availability of District-wide Telecommunications network.

- Assists telecommunications staff, Network Coordinators and Client Services groups as necessary in the investigation and resolution of all trouble reports related to voice networking and full range of user complaints. Researches and investigates cause and effect of telecom network problems. Provides customer support services and full functionality of network components and minimize service disruptions to the Peralta client community.

- Assists the Peralta Purchasing Department in RFP (Request for Proposal) and RFQ (Request for Qualifications) development processes for voice systems service contracts. Considers user requirements in the development of telecommunications service proposals and service orders prior to implementation. Advises the Chief Information Officer, Director of Purchasing, vendors and other technical resources. Ensures the District attains optimum technical services solutions and options.

- Monitors and tracks telecommunications budget expenditures. Utilizes the District's Budget and Accounting administrative system as needed to insure the correct processing of telecommunications financial records and transactions.

- May be involved with some telecommunication training for various systems and use of equipment and features.

- Performs other related duties as required.

MINIMUM QUALIFICATIONS

1. A Bachelor's Degree from an accredited college or university in computer science, telecommunications technology, or a closely related field, and four years of increasingly responsible experience in voice and data communications, systems administration, and programming of electronic telephone switches; or an equivalent combination of education and qualifying experience that could likely provide the desired knowledge and abilities to perform the duties of the position

2. Knowledge of:
   - Principles of computerized electronic telephone and voice mail systems
   - System administration and programming techniques.
   - Electronic switchboard operation.
   - Principles of training and providing work direction.
   - Telecommunications equipment, wiring, cabling and parts.
   - Operation of microcomputer equipment, software and standard office machines.
   - Oral communication skills.
   - Record keeping methods.

3. Ability to:
   - Program and maintain computerized telephone and message systems.
   - Perform repairs, installations, additions and changes to telecommunications
Distict Telecommunication Systems Coordinator

equipment.
- Schedule and assign work.
- Train telephone operators and users.
- Operate a computerized electronic system and related peripheral equipment.
- Speak clearly and courteously and use correct English.
- Review telephone billings and resolve discrepancies.
- Establish and maintain cooperative and effective working relationships with others. Maintain records and prepare reports.
- Relate effectively to people of varied academic, cultural and socio-economic background using tact, diplomacy and courtesy.

4. Demonstrated knowledge and proficiency in the use of office productivity software (word processing, spreadsheet, database management, email) using personal computers and the Internet.

5. Understanding of, sensitivity to and respect for the diverse academic, socioeconomic, cultural, disability and ethnic backgrounds of Peralta Colleges’ students, faculty, staff and community.

DESIRABLE QUALIFICATIONS
- Skilled in various areas of technical and telecommunications services and equipment.
- Knowledge of the capabilities, limitations and deficiencies of various types of telephone services equipment and network infrastructure.
- Knowledgeable in local exchange carrier services.
- Ability to work effectively under time constraints and with minimal supervision.
- Telecommunications services experience and maintenance of mission critical telephony operations.
- Experience in telecommunications theory and its practical application.
- Excellent written and oral communications and interpersonal skills.
- Ability to assist in the development of presentations to the District Client community.
- Demonstrated personal skills interacting with technical and non-technical professionals.

ENVIRONMENTAL DEMANDS
- Duties are performed in an office and field environment at both District and college locations.
- The incumbent is subject to frequent interruptions, requests for immediate service or assistance, and emergency call-out during evening and weekend hours.
- Constantly working around and with people.
- Occasionally working alone.
- Office environment.
PHYSICAL REQUIREMENTS

- Using hands and fingers to operate a keyboard or other equipment.
- Frequently reaching with hands and arms at high and low levels.
- Occasional standing, walking, climbing stairs, stooping kneeling, squatting.
- Constantly sitting.
- Frequently working at a rapid pace.
- Dexterity of hands and fingers to operate a computer keyboard.
- Hearing and speaking to exchange information in person or on the telephone.
- Seeing to read various materials or operate equipment.
- Speaking clearly and distinctly to provide information and hearing and understanding voices in person or on the telephone.
- Occasionally lift 15 pounds.

TOOLS AND EQUIPMENT USED

- Standard Office Equipment.

Revised: N/A