

CHABOT-LAS POSITAS COMMUNITY COLLEGE DISTRICT

TELECOMMUNICATIONS COORDINATOR

*Class specifications are intended to present a descriptive list of the range of duties performed by employees in the class. Specifications are **not** intended to reflect all duties performed within the job.*

SUMMARY DESCRIPTION

Under general supervision, manage, maintain, analyze, and troubleshoot the campus-wide voice telecommunications system; assist in researching, analyzing, coordinating and documenting various technology services and projects.

REPRESENTATIVE DUTIES

The following duties are typical for this classification. Incumbents may not perform all of the listed duties and/or may be required to perform additional or different duties from those set forth below to address business needs and changing business practices.

1. Perform moves, adds, changes, deletions, and new configurations of user profiles and system parameters to the College private branch exchange (PBX) and voice messaging/automated attendant servers; design and program call routing paths for automatic call distribution in high call traffic departments.
2. Troubleshoot, analyze, and devise solutions to reported or observed anomalies; report unresolved issues to appropriate vendor; follow up with vendor until resolution; maintain and negotiate service agreements.
3. Manage technology related projects to improve campus service; design a solution and develop a plan for implementation with minimal interruption to service; collaborate with technology staff regarding College services and department policies and procedures.
4. Perform cross-connects, terminations, and testing of various lines and cables in accordance with network cabling standards.
5. Place requests with telecommunications carriers for new circuits and services; report and follow-up on service outages; remove unneeded services; discuss and negotiate new service possibilities; review commission pay phone services and usage reports; audit billings for accuracy; confer with carriers regarding discrepancies; coordinate the services of third-party vendors and telecommunications management firms; prepare invoices for payment; submit requests for reimbursement; maintain log of accounts and expenditures.
6. Oversee the implementation of the copier services contract; liaison between the College community and vendor providing feedback; represent campus needs and concerns to copier services vendor; negotiate service improvements; develop and maintain database system of assigning unique user codes to allow access rights to equipment and services based on user job requirements and budget account; train and provide feedback to staff responsible for database input.
7. Prepare Banner database parameters for capture and upload of student course information into student tracking system; discuss with faculty and staff desired modifications to system and databases; work with administration and other technology staff to determine feasibility and appropriateness of tracking system use.

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8. Maintain Enhanced 911 functionality; regularly test system and facilitate any repairs; update database of station and location information; upload database changes to equipment and local telephone company.
9. Configure and manage call accounting and other account management programs; create and analyze reports to identify system usage and where modifications may be needed; provide usage data to departments.
10. Maintain current knowledge of telecommunications equipment and software; research and assess industry issues, trends, and emerging technologies for their appropriateness; recommend new products and upgrades to college management at they related to the organization's goals; coordinate with campus staff and vendors to develop implementation plans.
11. Monitor activity in technology budgets; trace status and history of requisitions, purchase orders, invoices and payments; research discrepancies and discuss status with involved parties; collect revenue for deposit; track expenditures.
12. Prepare and maintain records on equipment, data/voice circuits, inventory, repairs, and plant cable detail; participate in and review plans for new and remodel building projects as they relate to the telecommunications infrastructure; prepare and review requisitions and other paperwork for purchase of equipment or services.
13. Operate campus emergency short wave radio in accordance with FCC regulations; participate in emergency preparedness programs; function as primary point of contact for the Government Emergency Telephone System program; authorize employee use and charges.
14. Develop and instruct individual and small group training for end user staff on the use of phone features, voice messaging and other services; produce and provide information and materials for the end user.
15. Program and maintain the electronic marquee; review sign requests for appropriateness and feasibility; use software to create animations, program, schedule and upload animations; place requests for repairs.
16. Monitor the operation of technology related equipment; run and analyze system reports; ensure system stability and identify system inconsistencies; perform general maintenance and report unresolved malfunctions; collect revenue for deposit; maintain equipment and transaction logs; create summary reports.
17. Develop and participate in emergency preparedness and disaster recovery plans for the telecommunications system and technology department.
18. Create and update documents, including procedures manuals, RFPs, and implementation guidelines, spreadsheets, databases and presentations needed for the efficient operation of the department or to provide information to the College as it relates to technology on campus; assist in the preparation of the campus directory; request and manage college listings in local phone directory for both white and yellow programs.
19. Perform related duties as required.

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MINIMUM QUALIFICATIONS

The following generally describes the knowledge and ability required to enter the job and/or be learned within a short period of time in order to successfully perform the assigned duties.

Knowledge of:

1. Principles of telecommunications system maintenance and configuration.
2. Principles of telecommunications transport systems, cabling, and infrastructure standards.
3. Telecommunications terminology.
4. Basic voice and data networking principles.
5. Modern computer and network operating systems and UNIX commands.
6. Basic set up and operation of emergency short wave radio.
7. College and District administrative policies and business practices.
8. Basic principles and practices of budget preparation.
9. English usage, spelling, grammar, and punctuation.
10. Federal, state, and local codes, laws, and regulations related to telecommunications.

Ability to:

1. Maintain, configure, troubleshoot and program telecommunications systems.
2. Adapt to changing technologies and learn functionality of new equipment and systems.
3. Manage multiple projects simultaneously.
4. Build and maintain productive relationships with College vendors.
5. Retrieval and analysis of information, maintaining project organization and detail.
6. Conduct research and analysis, identify alternative solutions, project consequences of proposed actions, and implement recommendations in support of goals.
7. Work independently with very little or no direction.
8. Exercise good judgment in the course of work.
9. Operate office equipment including computers and supporting word processing, spreadsheet, and database applications.
10. Understand and follow oral and written instructions.
11. Communicate clearly and concisely, both orally and in writing.
12. Establish and maintain effective working relationships with those contacted in the course of work.
13. Work with and exhibit sensitivity to and understanding of the varied racial, ethnic, cultural, sexual orientation, academic, socio-economic, and disabled populations of community college students.

Minimum Education & Experience - *Any combination of the following would provide a typical way to obtain the required knowledge and abilities.*

Education/Training:

Equivalent to the completion of the twelfth grade supplemented by college level course work in computer science, networking, accounting, or a related field.

Experience:

Two years experience in telecommunications that includes customer service or vendor relations responsibility.

PHYSICAL DEMANDS AND WORKING ENVIRONMENT

The conditions herein 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 job functions.

Environment: Work is performed primarily in an indoor environment, with exposure to electrical energy; work at heights on scaffolding and ladders; may be required to work extended hours including evenings and weekends.

Physical: Primary functions require sufficient physical ability and mobility to walk, stand, and sit for prolonged periods of time; frequently stoop, bend, kneel, crouch, crawl, climb, reach, and twist; push, pull, lift, and/or carry moderate to heavy amounts of weights; requires a sense of touch, finger dexterity, gripping with fingers and hands; requires specific vision ability to perceive color; operates assigned equipment; and verbally communicates to exchange information.

8/17/04;

Adopted by Board of Trustees on October 20, 2015

Effective: October 21, 2015

Job Family: Technical – Paraprofessional