

SCHOOL DISTRICT OF ESCAMBIA COUNTY

JOB DESCRIPTION

TECHNICIAN I – SYSTEMS SUPPORT TELEPHONE

QUALIFICATIONS:

- (1) Bachelor's Degree from an accredited educational institution in computer Systems, Computer Technology, Engineering Technology or related technical degree; or,
- (2) Minimum of three (3) years combined experience in several operations, IA2 Key Telephone Systems, Merlin Telephone Systems, Spirit Telephone Systems, Meridian SL-1 Telephone Systems, Norstar Telephone Systems, cabling for telephone systems and modems, Fax machines and circuits.
- (3) Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

KNOWLEDGE, SKILLS AND ABILITIES:

Knowledge of Nortel telephone systems, Nortel voice mail and Nortel peripheral equipment. Knowledge of different types of older model key systems, Merlin systems, spirit systems, basic knowledge of Meridian SL-1 Systems. Skill in the use of multi-meter, ohmmeter, oscilloscope, signal generator and other electronic testing instruments. Knowledge and experience with OS2 and Windows operating systems. Ability to organize and prioritize activities. Ability to communicate effectively, both orally and in writing.

REPORTS TO:

Manager III - Telecommunications

JOB GOAL

To provide for all aspects of the telecommunications system required for District operations.

SUPERVISES:

N/A

PERFORMANCE RESPONSIBILITIES:

Service Delivery

- * (1) Support, maintain, install and troubleshoot telephone systems, voice mail equipment and related communications equipment.
- * (2) Support, maintain, install and troubleshoot modems, fax, gas and energy dial-up lines.
- * (3) Evaluate and prioritize requests for telephone service.
- * (4) Respond to service needs in an effective and professional manner.
- * (5) Implement and maintain a user-friendly environment, ensure telephone and voice mail connectivity and provide additional support as needed.

TECHNICIAN I – SYSTEMS SUPPORT TELEPHONE (Continued)

- * (6) Maintain contact with coworkers, supervisor and all District personnel with a telephone as required.
- * (7) Maintain contact with contractors, vendors and outside agencies as required.

Inter / Intra-Agency Communication and Delivery

- * (8) Keep supervisor informed of potential problems or unusual events.
- * (9) Respond to inquiries and concerns in a timely manner.

Employee Qualities / Responsibilities

- *(10) Demonstrate initiative in the performance of assigned responsibilities.
- *(11) Provide for a safe and secure workplace.
- *(12) Model and maintain high ethical standards.
- *(13) Follow attendance, punctuality and proper dress rules.
- *(14) Maintain confidentiality regarding school matters.
- *(15) Participate in workshops and training sessions as required.
- *(16) Inform vendors, contractors and outside agencies of existing boundaries to perform jobs at District locations and to exchange information to resolve problems.
- *(17) Work closely with vendor technicians, facilities planning, school-based personnel, transportation department and Manager – Telecommunications in coordinating the maintenance of the District telephone system and communications system.
- *(18) Provide training for users for new system installations.

System Support

- *(19) Prepare all required reports and maintain all appropriate records.
- *(20) Follow all School Board policies, rules and regulations.
- *(21) Exhibit interpersonal skills to work as an effective team member.
- *(22) Demonstrate support for the School District and its goals and priorities.
- (23) Perform other incidental tasks consistent with the goals and objectives of this position.

PHYSICAL REQUIREMENTS:

Heavy Work: Exerting up to 100 pounds of force occasionally, and/or up to 50 pounds of force frequently and/or up to 20 pounds of force as needed to move objects.

TERMS OF EMPLOYMENT:

Salary and benefits shall be paid consistent with the District's approved compensation plan. Length of the work year and hours of employment shall be those established by the District.

EVALUATION:

Performance of this job will be evaluated in accordance with provisions of the Board's policy on evaluation of personnel.

Job Description Supplement No. 01

*Essential Performance Responsibilities

Professional Salary Schedule – Pay Grade 11

Date of Board Approval: August 21, 2001

Date of Revision: October 22, 2002