TELEPHONE MAINTENANCE SPECIALIST

DEFINITION

Under the general supervision of the Manager, Technology Services, or his/ her designee, performs a wide variety of tasks and activities related to telephone system administration and to the processing of service and repair requests. Typical tasks include activities related to system security, cost containment, resource allocation determinations, software testing and user training, switch configuration and maintenance, phone mail configuration and maintenance; performs complex service changes associated with major relocation or remodels; designs telecommunication plans for new facilities; configures and modifies system and station features, such as call processing, automatic call distribution, and classes of service; and installing new telephone cabling as needed.

CLASS CHARACTERISTICS

This class is the specialist support position for the telephone and telecommunication systems. Under general supervision, installs, repairs and maintains a wide variety of telephone and related telecommunication equipment.

EXAMPLES OF DUTIES (Illustrative Only)

Consults with faculty, staff, administration and students regarding the availability and use of the telephone and telecommunications system at the college; installs and maintains telecommunications equipment for office, classroom and other use; makes on-site modifications to installations to ensure effective use; assumes the responsibility for moves, adds, and changes; lists Computerized Branch Exchange (CBX) tables; corrects errors; corrects problems identified by users; maintains problem log, verifies direct current (DC) plant meter and monitors indicators for normal operation; directs or reports DC plant problems to appropriate vendor; documents daily activity; inputs and maintains cable information for the college; provides and maintains documentation for major corrective maintenance; participates in budget planning activities; receives and completes software move-add-change orders from users; receives move-add-change parts; maintains and produces hardware purchase orders for move-add-change orders and maintains records; maintains an inventory of parts used; performs software changes such as extension assignment, system forwarding, system speed number assignment, calling name display, pick-up group assignment, class of service reassignment, telephone location interchange, feature table assignment, forced authorization code assignment, buzz target revision, Automatic Call Distribution (ACD) revisions and data communications revisions; provides preventative maintenance on the CBX, phone mail system and DC plant; checks DC plant battery acid levels if appropriate, backup CBX software database, verify peripheral, recorder, CBX inventory records and site information, verify records and site log.
EXAMPLES OF DUTIES (cont'd.)

accuracy, maintain inventory of site spares; tests CBX and DC plant alarms; maintains the
telephone call accounting system; confers and meets with network supervision team and works
with them to maintain on and off-site computer telecommunication capability; may maintain
Internet connectivity and modem connectivity to the switch; and performs related duties as
required or assigned.

QUALIFICATIONS

Knowledge of:

- Working knowledge of office procedures and practices
- Proper telephone use and procedures
- Typical personal computer applications software, such as databases, spreadsheets,
  word processing packages and telecommunication packages
- Basic principles, practices, terminology and trends in telecommunications as they relate
to telephone systems, equipment, Local Area Network (LAN) and Wide Area Network
  (WAN) issues
- Basic features and capabilities of modern digital and electronic PBX and telephone
  systems, including voice mail, call processing, automatic call distribution and
  Integrated Voice Response (IVR) applications
- Common network equipment, its use and potential problems, and the identification
  and resolution of these problems
- Basic knowledge of billing methods and related fiscal practices with respect to
  networks and telecommunication services
- Procedures related to processing telephone service orders
- Principles and techniques of administrative/ procedures analysis
- Work organization and simplification

Skill in and ability to:

- Read, analyze and interpret technical manuals, procedures and instructions
- Define problem areas, collect and evaluate data, and make appropriate
  recommendations
- Make arithmetic calculations accurately and rapidly
- Communicate effectively, both orally and in writing
- Process and analyze detailed information
- Exercise discretion and safeguard the confidentiality of information
- Understand and follow oral and written directions
- Effectively interact with other staff, operating departments, and representatives from
  telecommunications vendors
- Apply software for telecommunications and personal computer based systems
- Train others in the use of telecommunications equipment and features
Skill in and ability to: (cont'd.)

- Reconcile differences within a records management system using arithmetic skills and understanding of the records management system and related transactions
- Operate personal computers and computer terminals to perform typical data processing tasks, such as updating, maintaining, and querying databases, spreadsheets and operational programs
- Install, operate, and maintain computer and telephone related equipment and software
- Trace, identify and resolve hardware and software malfunctions
- Perform simple analysis and programming tasks for call processing and related applications
- Analyze system generated statistics and make recommendations for configuration and resource allocation
- Operate an automobile or comparable vehicle for personal transportation to work sites

Other requirements:

- Must be able to safely lift and move boxes and equipment weighting up to 40 pounds, and to move heavier equipment with assistance
- Must be able to crawl, bend, stoop, and work in small spaces, and walk and stand for extended periods of time
- Must be willing to work occasional days, evenings, and weekends at on and off campus locations
- May be required to possess (at time of hire) and maintain a valid California driver's license and a safe driving record in order to drive a vehicle, including college carts

Education and experience:

A typical way of gaining the knowledge and skills outlined above is:

Equivalent to graduation from high school AND two years of closely related experience working with telephone or computer systems. Some college level coursework in computer technology is desirable.

Established: September 8, 1997
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