STATE CENTER COMMUNITY COLLEGE DISTRICT
COMMUNICATION/TELEPHONY TECHNICIAN

DEFINITION
Under direction plans, schedules, coordinates, operates and maintains large-scale automated telecommunications and computing systems and networks which include PBX and VoIP systems, and voice mail servers.

DISTINGUISHING CHARACTERISTICS
This classification performs varied duties in accordance with instructions or standard procedures. This position differs from others in the area by the responsibility for specific telephony related activities.

EXAMPLES OF DUTIES
- Installs, maintains, and repairs communication wiring for voice, data, video and related equipment.
- Performs troubleshooting, reconfiguration and scheduling of repairs for PBX, VoIP telecommunication and/or network equipment.
- Coordinates orders and installations of telephone and data lines.
- Serves as the primary contact with equipment vendors and public-telephone carriers.
- Prepares and updates telecommunication activity logs and reports.
- Orders supplies for telecommunication needs.
- Trains users on proper use of equipment.
- May perform other related duties as needed.

EMPLOYMENT STANDARDS

Education
- Associate degree or program certificate in data communications, telephony or a related field.

Experience
- Considerable progressive experience operating and maintaining large-scale PBX or VoIP systems, communication lines, telecommunication equipment and tools.

Licenses/Certificates
- Class C Drivers License is required.

Knowledge of
- Data communications and telephony systems.
- Electronic and electrical theory and practices.
- Tools, equipment and safety practices used in maintenance and repair of telephony equipment.
- Methods and procedures of operating telecommunication and related equipment such as unified communications.
- Vendor’s procedures and practices.

Ability to
- Operate PBX, VoIP, and related equipment.
- Independently prioritize daily telecommunication tasks.
- Install and configure telephony related equipment.
- Train end-users on operation of equipment.
- Troubleshoot problems with telecommunication equipment and circuits.
- Build and maintain effective working relationships.
- Plan and order equipment and services.
- Rapidly learn and acquire skills in areas and technologies not previously assigned.
- Learn and apply college and district policies and procedures.
- Employ correct English usage, spelling, grammar, and punctuation.
- Receive and follow instructions.
- Appropriately interact with students, staff, faculty and public.

**Examples of physical ability requirements necessary to perform the above job duties:**
- Coordinate two or more limbs while seated or standing in one place such as driving a car.
- Coordinate precise movement of the hand or hand and arm together such as using tools to assemble or repair equipment.
- Clearly see objects and surroundings that are 36 inches or closer such as viewing a computer monitor.
- Clearly see objects and surroundings that are six feet or further away such as following telephone lines or locating equipment.
- Differentiate between shades of one color or between two or more colors such as identifying color coded cables.
- Perceive objects, movement or sharp contrasts toward the edges of the visual field such as in noticing if a car is coming at you from extreme right or extreme left.
- Hear and understand human speech in a relatively quiet environment such as hearing someone speak in quiet office or library setting.
- Hear and understand human speech in a relatively noisy environment such as hearing someone speak to you while in the presence of loud equipment.
- Differentiate between two or more non-speech sounds such as use of a toning device.
- Bend, stretch, twist, or reach out with the body, arms, and/or legs to perform a task as well as continuous and repeating of these functions such as being able to re-string cable.

**Examples of mental ability requirements necessary to perform the above job duties:**
- Listen to and understand information and ideas presented through spoken words and sentences. (Oral Comprehension)
- Come up with unusual or clever ideas about a given topic or situation, or to develop creative ways to solve a problem. (Originality)
- Arrange things or actions in a certain order or pattern, according to a specific rule or set of rules such as patterns of numbers, letters, words, or pictures. (Information Ordering)
- Identify or detect a known pattern, such as a figure, object, word, or sound that is hidden in other distracting material. (Flexibility of Closure)
- Generate or use different sets of rules for combining or grouping things in different ways. (Category Flexibility)
- Focus on a single source of sound in the presence of other distracting sounds. (Auditory Attention)
- Quickly make sense of, combine, and organize information into meaningful patterns. (Speed of Closure)
- Concentrate on a task over a period of time without being distracted. (Selective Attention)
- Shift back and forth between two or more activities or sources of information; multi-task to work on different projects simultaneously. (Time sharing)
• Remember information such as words, numbers, pictures, and procedures. (Memorization)
• Clearly communicate information and ideas through spoken words so others will understand. (Oral Expression)
• Identify and understand the speech of another person. (Speech Recognition)
• Recognize when something is wrong or is likely to go wrong. (Problem Sensitivity)
• Combine pieces of information to form general rules or conclusions such as finding a relationship among seemingly unrelated events. (Inductive Reasoning)
• Apply general rule, a premise, which is known to be true to specific problems to produce answers that make sense. (Deductive Reasoning)
• Read and understand information and ideas presented in writing. (Written Comprehension)
• Communicate information and ideas in writing so others will understand. (Written Expression)

OTHER WORKING CONDITIONS WHICH MAY OCCUR

• Work inside protected from weather 5 - 7 hrs/day.
• Work outside exposed to the weather less than 1 hr/day.
• Work in temperatures between 35 - 44 degrees F. less than 1 hr/day.
• Work in temperatures above 104 degrees F. less than 1 hr/day.
• Noise exposure between 75 - 84 decibels less than 1 hr/day.
• Contact with electrical hazards less than 1 hr/day.
• Work on surfaces that are flat and stable more than 7 hrs/day.
• Exposed to direct sunlight less than 1 hr/day.
• Exposed to insect/spider bites and stings less than 1 hr/day.
• Work at heights up to 6 feet once or twice a week.
• Work in non-permit confined space once or twice a day.
• Tasks performed involve leaning, bending forward, kneeling or squatting once or twice a day.
• Tasks performed involve working with the wrists in a bent or twisted position once or twice a day.
• Tasks performed with hands above the shoulders 3 - 5 hours a day.
• Contact with degreasing agents and solvents once or twice a month.
• Exposed to nuisance dusts once or twice a day.
• Lift and carry tools, equipment and supplies weighing up to 50 pounds.