

JOB DESCRIPTION
Pleasanton Unified School District

**NETWORK DEVICE AND PHONE
SYSTEM SPECIALIST**

Purpose Statement:

The job of Telecommunications Specialist is done for the purpose/s of providing telephone systems to offices and classrooms; coordinating technology work orders and trouble tickets, supporting all aspects of the student device program; communicating information to staff, vendors, and public regarding technology support services; ensuring compliance with financial, legal and administrative requirements; supporting the implementation of technology bond projects; and providing information and/or direction as may be requested.

Essential Functions

- Attends meetings as assigned for the purpose of conveying and/or gathering information required to perform functions.
- Coordinates a variety of technology support programs and activities (e.g., incoming work orders, meetings, workshops, calendars, outside contractors/vendors, etc.) for the purpose of delivering services in conformance to established guidelines.
- Coordinates provisioning, repair and distribution of laptops/mobile devices and internet devices to students
- Maintains variety of materials and files (e.g. bids, contracts, inspection records, maintenance records, vendor listings, purchase orders, telephone and data line records, etc.) for the purpose of ensuring items are available for department personnel.
- Monitors assigned district activities and/or program components for the purpose of coordinating activities and ensuring compliance with established financial, legal and/or administrative requirements. Processes documents and materials (e.g. department payroll records, requisitions, work orders, emergency requests, etc.) for the purpose of disseminating information to appropriate parties for action.
- Oversee telecommunications equipment operation (e.g. orders, coordination of installation and repairs, etc.) for the purpose of ensuring equipment is available as requested and maintained in a working condition.
- Coordinates and performs repairs to telephone system servers for the purpose of ensuring that equipment is in good operating condition.
- Performs record keeping of a general and program specific clerical nature (e.g. transcribing dictation, scheduling, copying, faxing, filing, record keeping, reports, inventory, ordering supplies, etc.) for the purpose of supporting assigned administrator and/or department personnel with necessary materials.
- Prepares written materials (e.g., a variety of reports, correspondence, memos, reports, maintenance logs, etc.) for the purpose of documenting activities, providing written reference and/or conveying information.
- Works with site and FMOT staff to ensure they have the information needed to program intercom/all-call, clocks and bells, (e.g. set up bell schedules, changes in schedules, changes master clocks, etc.).
- Researches a variety of topics as requested (e.g. discrepancies, current practices, policies, etc.) for the purpose of providing information and/or recommendations for addressing a variety of administrative requirements.
- Responds to inquiries from a variety of internal and external parties (e.g. department personnel, other district staff, other schools, general public, etc.) for the purpose of providing information, facilitating communication among parties, resolving issues and/or providing direction as may be required.
- Supports assigned administrative personnel for the purpose of providing assistance with administrative functions.

Other Functions

- Assists other personnel as may be required for the purpose of supporting them in the completion of their job functions.

Job Requirements: Minimum Qualifications

Skills, Knowledge and Abilities

SKILLS are required to perform single, technical tasks with a need to occasionally upgrade skills in order to meet changing job conditions. Specific skills required to satisfactorily perform the functions of the job include: operating standard office equipment including pertinent software applications; performing standard bookkeeping/accounting procedures; preparing and maintaining accurate records; supporting existing communications systems and upgrades, replacements and migrations of these systems.

KNOWLEDGE is required to perform basic math, including calculations using fractions, percentages, and/or ratios; read technical information, compose a variety of documents, and/or facilitate group discussions; and understand complex, multi-step written and oral instructions. Specific knowledge required to satisfactorily perform the functions of the job includes: concepts of grammar and punctuation; standardized accounting/bookkeeping principles; technology and communications terminology; security systems; pertinent software applications; and blueprints.

ABILITY is required to schedule activities, meetings, and/or events; gather, collate, and/or classify data; and use basic, job-related equipment. Flexibility is required to work with others in a variety of circumstances; work with data utilizing defined but different processes; and operate equipment using defined methods. Ability is also required to work with a significant diversity of individuals and/or groups; work with similar types of data; and utilize job-related equipment. In working with others, problem solving is required to identify issues and create action plans. Problem solving with data may require independent interpretation. Problem solving with equipment is moderate. Specific abilities required to satisfactorily perform the functions of the job include: adapting to changing work priorities; communicating with diverse groups; meeting deadlines and schedules; setting priorities; working as part of a team; working with constant and sustained interruptions; and working with detailed information/data.

Responsibility

Responsibilities include: working under limited supervision following standardized practices and/or methods; leading, guiding, and/or coordinating others; and tracking budget expenditures. Utilization of resources from other work units is often required to perform the job's functions. There is a continual opportunity to impact the Organization's services.

Working Environment

The usual and customary methods of performing the job's functions require the following physical demands: occasional lifting, carrying, pushing, and/or pulling; some stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 70% sitting, 15% walking, and 15% standing. This job is performed in a generally clean and healthy environment.

Experience Job related experience with increasing levels of responsibility is desired.

Education High School diploma or equivalent.

Required Testing

Pre-employment Proficiency Test

Continuing Educ. / Training

None Specified

Certificates & Licenses

Valid Driver's License & Evidence of Insurability

Clearances

Criminal Justice Fingerprint/Background Clearance
TB Clearance

FLSA Status

Non Exempt

Board Approved

5/9/2017

Salary Grade

Classified 23