CLASS TITLE: COMPUTER/TELEPHONE SUPPORT SPECIALIST

BASIC FUNCTION:
Under the direction of the Director-Technology Services, perform a variety of technical duties in the installation, configuration, maintenance and repair of telecommunications equipment and related computer systems; review, maintain and update a variety of computerized data; provide technical user assistance in support of telecommunication and related computer systems; maintain, monitor and assure proper operation of assigned telephone and computer systems.

REPRESENTATIVE DUTIES:
ESSENTIAL DUTIES:
Install, configure, relocate and replace telephones, lines, extensions , wiring and related peripheral equipment as needed; assure phones are properly connected to the telecommunications system; implement telephone operating system upgrades.

Maintain assigned telephone systems and related equipment for District facilities; troubleshoot, diagnose and resolve telecommunication and related network system and connectivity issues and malfunctions; monitor assigned telephone and computer systems to assure proper functioning.

Review, maintain, input, update, import and export a variety of data in an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets and generate a variety of computerized documents and reports; assure accuracy of input and output data.

Perform a variety of network administration activities in support of assigned computer systems including establishing and maintaining Windows and Student Information System user accounts, passwords, e-mail accounts, Student Information System permissions and designated programs; delete obsolete accounts and permissions in coordination with VUSD Human Resources department.

Provide user support to personnel concerning telecommunication and computer system operations, equipment and related malfunctions; provide general troubleshooting, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel.

Participate in the programming of telecommunication systems and related equipment including voicemail features and menus, automated attendants, class of service and call detail reporting; assist users with utilizing telephone and related web browser features.

Coordinate and conduct training sessions for District personnel concerning the use of telecommunication and assigned computer systems; explain and present materials and information concerning system operations, applications, techniques, practices and procedures.

Configure and modify network cabling connections for telephones in classrooms, offices and other facilities as needed; participate in the design of telephone system wire plans according to specifications and location of telephones.

Assist the Director-Technology Services with the development and implementation of telecommunication and other technology projects; assist with planning, implementing and evaluating customer relations

functions; recommend strategies for enhancing operations and procedures.

Compile information and prepare and maintain a variety of records, reports and files related to computer and telecommunication systems, staff, faculty, networks, inventory, equipment, accounts, students and assigned activities.

Inspect, troubleshoot, diagnose and resolve telecommunication network system malfunction; install, set up and configure switches, cabling and other network components; confer and work with departmental staff, vendors, contractors and manufacturers in resolving problems as needed.

Monitor inventory levels of telecommunication and other technology supplies and equipment; order, receive and maintain adequate stock levels of supplies and equipment; confer with vendors and maintain service contracts concerning telephone systems and other network equipment.

Advise and assist personnel with computer workstation hardware and software as needed to maintain effective operations with telephones, Zangle Student Information System, Windows and Microsoft Office.

Communicate with District personnel and various outside agencies to exchange information and resolve issues or concerns.

Operate a variety of office equipment including a copier, fax machine, computer and assigned software; drive a vehicle to conduct work.

Perform various clerical support duties; initiate, receive, screen and route telephone calls; take, retrieve and relay messages; greet, assist and direct visitors to appropriate department, office or personnel; open, sort, process and distribute mail; duplicate and distribute various materials.

Assist in maintaining and updating procedures and documentation for Student Information System and District usage.

Process and arrange for service requests and related maintenance and repairs as needed; follow up on service requests to assure proper resolution of technology issues.

Schedule and arrange appointments, meetings, conferences and other events for the Department; make travel arrangements including reservations; assist with recruitment activities.

Prepare and process invoices, requisitions, bills, receipts and other documents; record, process and verify income and expenditures as directed.
Perform and monitor telecommunication and network system back up operations and procedures.

Assist with and provide training and assistance to District technology users concerning summer school and school registration activities as assigned, including Student Information System usage and procedures.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:
KNOWLEDGE OF:
Methods, materials, practices, procedures and equipment used in the installation, maintenance and repair of telecommunications equipment and related systems.

Manual instructions, sufficient to enable quick and accurate diagnosis of difficulties.
Information systems operations.
Principles, methods and procedures of operating computers, networks and peripheral equipment.
Modern office practices, procedures and equipment.
Basic principles, theories and techniques of network and telecommunication system design.
Applicable types of cabling systems, switches and other related equipment.
Programming, terminology and operation of telecommunication systems including telephones and voicemail features.
Record-keeping and report preparation techniques.
Interpersonal skills using tact, patience and courtesy.
Oral and written communication skills.
Telephone techniques and etiquette.
Data control procedures and data entry operations.
Mathematic calculations.

ABILITY TO:
Install, configure, relocate and replace telephones, lines, extensions, wiring and related peripherals.
Maintain, monitor and assure proper operation of assigned telephone and computer systems.
Review, maintain and update a variety of computerized data.
Troubleshoot, diagnose and resolve telecommunication system malfunctions.
Perform a variety of network administration and Student Information System activities in support of assigned computer systems including establishing and maintaining user accounts, passwords, e-mail accounts and permissions.
Provide help desk services, troubleshoot malfunctions, determine type of request, diagnose and provide solutions or route complex problems to appropriate personnel as needed.
Provide training and assistance concerning the use of telecommunication and the Student Information System.
Participate in the programming of telecommunication systems and related equipment.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Operate a computer and assigned office equipment.
Meet schedules and time lines.
Work independently with little direction.
Perform mathematical calculations with speed and accuracy.
Prepare and maintain a variety of manual and automated records, files and reports.
Maintain regular and consistent attendance.

EDUCATION AND EXPERIENCE:
Any combination equivalent to sufficient experience, training and/or education to demonstrate the knowledge and abilities listed above. Typically, this would be gained through: graduation from high school and three years experience in the maintenance, repair and installation of telecommunication or network systems and equipment.

LICENSES AND OTHER REQUIREMENTS:
Valid California driver's license.

WORKING CONDITIONS:
ENVIRONMENT:
Indoor work environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to read a variety of materials and view a computer monitor.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.

Approved by Personnel Commission: *09/19/2007*