

**DATE: APRIL 2024**  
**FLSA: NON-EXEMPT**  
**SALARY: GRADE R**  
**CBA DESIGNATION: CLASSIFIED BARGINING UNIT**

## **TELECOMMUNICATIONS ANALYST**

### **BASIC FUNCTION**

Provides specialized support to the District's telecommunications operations and services; coordinates the maintenance, upgrade, and expansion of structured cabling and telephony needs; participates in planning and serves as technology representative in facilities and construction projects for cabling infrastructure and telecommunications requirements; designs, installs, configures, and monitors telecommunication systems, devices, and related components; prepares reports and maintains technical documentation.

### **SUPERVISION RECEIVED AND EXERCISED**

Receives general supervision from assigned area supervisor. May provide lead direction to temporary staff and/or student workers and may coordinate and oversee the work of assigned contractors and vendors.

### **CLASS CHARACTERISTICS**

This classification is responsible for independently providing professional support to the District's telecommunications systems and cabling infrastructure. Incumbents regularly work on varied and complex tasks requiring considerable discretion and independent judgment. Employees in the classification rely on experience and judgment to perform assigned duties and ensure efficient and effective telecommunication services. Assignments are given with general guidelines and incumbents are responsible for establishing objectives, timelines, and methods to deliver services. Work is typically reviewed upon completion for soundness, appropriateness, and conformity to policy and requirements

### **EXAMPLES OF TYPICAL JOB FUNCTIONS**

1. Assumes responsibility for the installation, configuration, and maintenance of the District's telecommunications systems and cabling infrastructure, including, but not limited to, physical connection requirements for local and wide-area network (LAN/WAN) connectivity and internet service provider (ISP) circuits; copper and fiber optic cabling standards and their installation best practices.
2. Assists with the design of telecommunications systems and cabling infrastructure that support the District's voice and data network needs and objectives.
3. Installs, configures, and maintains hardware and software related to telephony systems including analog, Voice over Internet Protocol (VoIP), cellular and cloud-hosted systems, campus emergency phones and E911 system, and voicemail and automated attendant systems.
4. Coordinates services and incident resolution with telecommunication carriers and vendors to optimize and ensure uptime of data and voice circuits and measured business lines.
5. Prepares utilization reports on the District's telecommunications systems.
6. Researches industry standards and best practices to prepare recommendations for management with respect to improvements and efficiencies within the telecommunications systems and cabling infrastructure.
7. Maintains up-to-date drawings, diagrams, and plans on structured cabling, conduits, and networking rooms.
8. Establishes system recordkeeping and maintenance documentation.
9. Participates in District-provided in-service training programs.
10. Performs other related duties as assigned; specific duties not listed does not exclude them for this

classification if the work is similar or related.

## **QUALIFICATIONS**

### **Knowledge of:**

1. Operations, services, and activities of a comprehensive telecommunications system and cabling infrastructure.
2. Current and state-of-the-art telecommunications and related voice and data systems.
3. Facilities and construction planning, projects, and processes.
4. Best practices in the installation, maintenance, and administration of telecommunications systems and associated peripherals and devices.
5. Operational characteristics of telecommunication systems hardware, software, and peripheral equipment and devices.
6. Telephony systems including analog, VoIP, cellular, and cloud-hosted systems, campus emergency phones and E911 systems, and voicemail and automated attendant systems.
7. Methods and techniques of troubleshooting, diagnosing, and resolving complex telecommunication system issues.
8. Industry standards for designing, engineering, maintaining, and testing copper and fiber cabling installations.
9. Commonly used electronic and diagnostic tools and equipment for telecommunications equipment.
10. Purchasing policies and procedures.
11. Principles and practices of technical and business report preparation.
12. Applicable federal, state, and local laws, rules, regulations, ordinances, and organizational policies and procedures relevant to assigned area of responsibility.

### **Ability to:**

1. Perform a variety of specialized and technical duties in support of the District's telecommunication infrastructure, systems, and equipment.
2. Troubleshoot and diagnose issues within a wide range of telecommunication systems, devices, and components.
3. Maintain and manage assigned systems.
4. Research best practices in telecommunication programs and prepare recommendations to management on program efficiencies and effectiveness.
5. Maintain up-to-date drawings, diagrams, and plans on structured cabling, conduits, and networking rooms using industry standard software.
6. Prepare system specifications, standards, and technical documentation.
7. Manage and maintain inventory of parts and supplies and provide detailed reports of inventory usage.
8. Install, configure, and administer telephony systems and devices.
9. Establish and maintain a variety of filing, recordkeeping, and tracking systems.
10. Independently organize work, set priorities, meet critical deadlines, and follow up on assignments.
11. Use tact, initiative, prudence, and independent judgment within general policy and procedural guidelines.
12. Communicate clearly and concisely, both orally and in writing.
13. Effectively use computer systems, software applications relevant to work performed, and business equipment to perform a variety of work tasks.
14. Communicate effectively in the course of performing work tasks.
15. Establish, maintain, and foster effective working relationships with those contacted in the course of work.

16. Demonstrate clear evidence of sensitivity and understanding of the diverse academic, socio-economic, disability, and ethnic backgrounds of students, staff, and the community.
17. Provide efficient, high-level customer service to the public, vendors, contractors, and District personnel.

**Education and Experience:**

An associate's degree in telecommunications or a closely related field and three (3) years of telecommunications and cabling infrastructure experience; or an equivalent combination of education, training, and/or experience.

**Licenses and Certifications:**

A valid driver's license and proof of insurability may be required to drive a District or personal vehicle.

**PHYSICAL DEMANDS**

Must possess mobility to work in indoor and outdoor areas where networking equipment and cabling infrastructure exist and in a standard office setting and use standard office equipment, including a computer; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Employees in this classification occasionally bend, stoop, kneel, reach, climb ladders, push, and pull drawers open and closed to retrieve and file information. Employees must possess the ability to lift, carry, push, and pull materials and objects up to 25 pounds.

The essential functions of this classification must be performed by the incumbents with or without reasonable accommodations.

**ENVIRONMENTAL CONDITIONS**

In addition to an office environment with moderate noise levels, controlled temperature conditions, and no direct exposure to hazardous physical substances, employees will also work in indoor and outdoor areas where networking equipment and cabling infrastructure exist with various noise levels, ambient temperature, and environmental conditions. Employees may interact with upset staff and/or public and private representatives in interpreting and enforcing departmental policies and procedures.