SANTA BARBARA COMMUNITY COLLEGE DISTRICT

CLASS TITLE: TELECOMMUNICATION SERVICES COORDINATOR

BASIC FUNCTION:

Under the direction of an assigned administrator, lead and participate in the efficient and smooth operation of various assigned networked campus-wide communication infrastructure systems.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Oversee and maintain complex networked campus-wide VOIP telecommunications system, to include software and hardware upgrades, testing, maintaining user population, running reports, training end users. Perform special projects as requested. Serve as primary liaison with vendor.

Perform and lead projects related to position, i.e. campus-wide Emergency Notification Systems. Participate in the design, selection, installation, programming and maintenance of this system. Troubleshoot and test system defects, program new groups, train users, record announcements and other related duties. Serve as technical liaison to SBCC emergency services team.

Act as lead for campus-wide duplicating services and networked multi-function copy machines. Perform research as requested prior to purchase; maintain equipment replacement schedule; serve as liaison to vendor and related service agreements. Provide usage information to Accounting for internal charge-back purposes.

Consult with technical staff to discuss hardware and software malfunctions in areas of assigned responsibility to determine appropriate course of action; prioritize identified problems and track their resolution.

Coordinate communications, projects and personnel to assure smooth and efficient activities; participate in the development and implementation of telecommunications projects; resolve related issues, conflicts and discrepancies in a proper and timely manner.

Provide training to other technical staff in related areas of responsibility. Maintain related documentation and records; run reports as requested.

Provide back-up for absent personnel in Duplicating Services as needed; oversee and participate in the operation of high speed copiers and related bindery equipment involved in the high volume reproduction of a variety of college materials as needed.

As requested, maintain duplication equipment in efficient working order; perform minor maintenance and repairs on equipment; arrange for major maintenance and repairs as necessary.

Monitor inventory levels of duplication supplies; order, receive and maintain adequate inventory.
of supplies; research and provide recommendations concerning the purchase of duplication equipment.

Install telephones, additional lines, extensions and related peripheral equipment as needed; troubleshoot and resolve phone line and other system malfunctions; configure and adjust telephone system setting utilizing designated computer systems as needed. Assist staff with planning for future telecommunication needs as required.

Communicate with personnel, outside agencies and the public to exchange information and resolve issues or concerns.

Operate a computer and assigned software.

OTHER DUTIES:
Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Complex network infrastructure systems.
Network hardware and software configuration, troubleshooting and maintenance.
Network protocols covering hardware and software.
Data security standards and practices.
Technical aspects of field of specialty.
Operation and maintenance of duplicating machines and related equipment.
Methods, practices, equipment and procedures used in the reproduction of printed materials.
General methods, materials and equipment used in the installation, operation, maintenance and repair of networked telecommunication equipment and related systems.
Policies and objectives of assigned programs and activities.
Principles of training and providing work direction.
Oral and written communication skills.
Interpersonal skills using tact, patience and courtesy.
Operation of a computer and assigned software.
Basic inventory practices and procedures.
Record-keeping and report preparation techniques.
Basic mathematics.

ABILITY TO:
Design, install, operate and troubleshoot various assigned complex network infrastructure systems.
Oversee and participate in the operation of high speed copiers and related bindery equipment involved in the high volume reproduction of a variety of College materials.
Perform a variety of technical duties in the installation, maintenance and repair of networked telecommunication systems.
Coordinate communications, projects and personnel to assure smooth and efficient activities.
Train and provide work direction and guidance to assigned personnel.
Perform routine maintenance to duplication and related equipment.

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Ewing Consulting Services
Investigate, troubleshoot and repair networked telecommunication system malfunctions and other problems.
Establish project timelines and calculate costs and estimate time, material and staff requirements. Prepare cost estimates and assist with planning and developing printing projects. Monitor and maintain adequate inventory of printing supplies. Communicate effectively both orally and in writing. Establish and maintain cooperative and effective working relationships with others. Plan and organize work. Meet schedules and time lines. Work independently with little direction. Operate a computer and assigned software. Prepare and maintain various records and reports.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: associate’s degree in technical field supplemented by technical training in telecommunications or related field and three years increasingly responsible related experience.

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

WORKING CONDITIONS:

ENVIRONMENT:
Indoor work environment. Constant interruptions Driving a vehicle to conduct work

PHYSICAL DEMANDS:
Dexterity of hands and fingers to operate a computer keyboard and specialized equipment. Hearing and speaking to exchange information. Sitting or standing for extended periods of time. Seeing to read a variety of materials. Lifting, carrying, pushing or pulling moderately heavy objects. Bending at the waist, kneeling or crouching. Reaching overhead, above the shoulders and horizontally. Mobility to travel to various campus sites and locations.

HAZARDS:
Working around or with machinery having moving parts.