



## PERSONNEL COMMISSION

Class Code: 3309  
Salary Range: 34 (C2)

### TELECOMMUNICATIONS TECHNICIAN

#### JOB SUMMARY

Under general supervision, install, test, repair, program and maintain a processor controlled digital telecommunications system and related voice mail equipment; maintain and repair Nortel and Avaya telephone and voice mail systems; perform related duties as assigned.

#### EXAMPLES OF DUTIES

*The classification specification does not describe all duties performed by all incumbents within the class. This summary provides examples of typical tasks routinely performed in this classification.*

- Inspect, test, install, repair and program large, complex computer-based analog and digital PBX systems such as Nortel Meridian, Avaya and related voice mail equipment. **E**
- Install, test, repair or replace inside wiring for old and new cable at District sites; remove and replace existing cable and lines from District buildings and outdoors on District property. **E**
- Install, upgrade and repair hardware and software for voice mail, PBX and key systems. **E**
- Perform preventive maintenance on PBX related tape drives, disk drives and hard drives. **E**
- Test and monitor battery back-up system power supplies and uninterruptible power supply (UPS) equipment. **E**
- Install and support networks utilized for telephones, modems, fax machines and to interface with computers; install telecommunications network lines and cable. **E**
- Install system backboards for connection of inside and outside wiring. **E**
- Complete orders for repair service by vendors or telecommunications service providers. **E**
- Install raceway and panduit. **E**
- Estimate time and materials for repair work to be performed. **E**
- Confer with contractors regarding the installation and repair of lines and equipment. **E**
- Order and pick up supplies and parts from vendors as needed. **E**
- Recycle defective and old telephone equipment. **E**
- Provide assistance to end users by demonstrating the operation of telephones and voice mail services; modify telephone programming and relocate telephones. **E**

- Participate in the implementation of new technologies and telecommunication equipment such as integration of telecom into modern construction and VoIP (Voice over Internet Protocol). *E*
- Attend and participate in meetings, conferences and seminars to maintain current knowledge of technological advances in the field. *E*
- Drive a District vehicle to conduct work. *E*

*Note: At the end of some of the duty statements there is an italicized "E" which identifies essential duties required of the classification. This is strictly for use in compliance with the Americans with Disabilities Act.*

### **DISTINGUISHING CHARACTERISTICS**

A Telecommunications Technician works on systems and equipment of varying age, capacities and performance, but knowledge of and experience with Nortel and Avaya products are important because the District utilizes the technology from this vendor. An incumbent installs systems and equipment including laying out conduit and raceway and pulling cable. An incumbent advises and confers with site administrators and staff regarding work to be performed.

### **EMPLOYMENT STANDARDS**

#### **Knowledge of:**

General telephony such as color code, line termination, analog and digital trunking and Session Initiation Protocol (SIP) trunking.  
Nortel Meridian telephone systems Options.  
Current Norstar and Avaya digital telephone and voice mail systems and current related software.  
Current Nortel and Avaya software releases.  
Current Nortel and Avaya voice mail applications.  
Avaya analog, digital and VoIP telephones.  
Interface with paging and public address systems.  
Applicable electrical codes for safety of equipment and personnel.  
Variety of cable used in telecommunications systems.  
Digital telecommunications networks such as T1 and ISDN PRI.  
Tools and test equipment used on telecommunications hardware including computers to access remote maintenance systems.

#### **Ability to:**

Analyze complex system malfunctions with testing devices, tools and diagnostic testing programs.  
Survey sites to determine materials necessary for repair of telephones and lines.  
Install telecommunications network lines and cable.  
Remove and replace existing cable and lines from District buildings and outdoors on District property.

Modify telephone programming and relocate telephones.

Test and repair equipment including fax machines, telephones in elevators, loop and ground start lines, carrier remote equipment, T-1 and off premise exchange (OPX) circuits.

Read blueprints, drawings and sketches.

Read and interpret technical manuals related to existing telecommunications systems.

Use hand tools and instruments such as meters, probes, test sets for inspection, testing and repair work.

Estimate time and materials for repair work to be performed.

Operate a District vehicle observing legal and defensive driving practices.

Establish and maintain effective working relationships with others.

**Education and Training:**

Equivalent to graduation from high school.

**Experience:**

Four years of journey-level experience in telephone installation, maintenance and repair work.

Possession of a certificate of qualification in the installation, maintenance and repair of Nortel and Avaya products is preferred.

Any other combination of training and experience that could likely provide the desired skills, knowledge or abilities may be considered.

**SPECIAL REQUIREMENTS**

Valid California Class C driver's license.

An applicant for this class will be required to obtain, at his/her own expense, and submit his/her motor vehicle driving record at the time of appointment. The record must meet and be maintained at the district's safe driving record standard. Failure to meet this requirement will result in the disqualification and/or rejection of the eligible regardless of any other standing.

An incumbent in this class may be required to wear protective clothing, gear and equipment as required by law.

**WORKING ENVIRONMENT**

Indoor and outdoor work environment.

Driving a vehicle to conduct work.

Seasonal heat and cold or adverse weather conditions.

Working in a cramped or restrictive work chamber.

Underground vaults.  
Working on ladders and at heights.  
Exposure to fumes, dust, solvents and odors.

**PHYSICAL DEMANDS**

Dexterity of hands and fingers to operate hand and power tools and a computer keyboard.  
Hearing and speaking to exchange information in person or on the telephone.  
Walking and standing for extended periods of time.  
Bending at the waist, kneeling, stooping or crawling.  
Reaching overhead, above the shoulders and horizontally.  
Seeing to read a variety of materials and distinguish colors of wires.  
Lifting, carrying, pushing and pulling objects weighing up to 50 pounds.

*AMERICANS WITH DISABILITIES ACT*

Persons with certain disabilities may be capable of performing the essential duties of this class with or without reasonable accommodation, depending on the nature of the disability.

**APPOINTMENT**

In accordance with Education Code Section 45301, an employee appointed to this class must serve a probationary period of six months during which time an employee must demonstrate at least an overall satisfactory performance. Failure to do so shall result in the employee's termination.

PCA: 10/27/88  
Revised: 3/2/00  
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