

Telephony/Network Technician



Reports To: Director of Technology
Salary Schedule: D
FLSA Status: Hourly

Bargaining Unit: Wen. Assoc. of PSE
EEO Classification: 3
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Summary:

The Telephony/Network (Electronics) Technician will be responsible for installation, maintenance, and management of District telephone systems (PBX & VIOP) to include network LAN cabling, placement, termination, testing, labeling, LAN switch configuration and documentation.

Essential Duties and Responsibilities: Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

- Requires site survey & needs assessment for proper equipment placement.
- Coordinate facility and electrical needs for projects.
- Responsible for cable connectivity and management for various sources.
- Responsible to ensure cabling routing and raceways, support structures are complete.
- Ensure labeling and electronic record maintenance of cables, blocks, wall-plates and interfaces are accurate.
- Accountable for testing cable, troubleshooting telephony and associated network systems issues, which may include; repair, replace, or adjustment of end unit components.
- Assist with the planning and implementation of IP and analog telephony connected systems (telecom, network, annunciation).
- Assist in electronics repair of associated District systems as applicable.
- On-going training and certification as needed for the position.
- Other duties as assigned.

Competencies: To perform the job successfully, an individual should demonstrate the following competencies.

Analytical - Synthesizes complex or diverse information; Collects and researches data; Uses intuition and experience to complement data; Designs work flows and procedures.

Design - Generates creative solutions; Translates concepts and information into images; Uses feedback to modify designs; Applies design principles; Demonstrates attention to detail.

Problem Solving - Identifies and resolves problems in a timely manner; Gathers and analyzes information skillfully; Develops alternative solutions; Works well in-group problem solving situations; Uses reason even when dealing with emotional topics.

Project Management - Develops project plans; Coordinates projects; Communicates changes and progress; Completes projects on time and budget; Manages project team activities.

Technical Skills - Assesses own strengths and weaknesses; Pursues training and development opportunities; Strives to continuously build knowledge and skills; Shares expertise with others.

Customer Service - Manages difficult or emotional customer situations; Responds promptly to customer needs; Solicits customer feedback to improve service; Responds to requests for service and assistance; Meets commitments.

Interpersonal Skills - Focuses on solving conflict, not blaming; Maintains confidentiality; Listens to others without interrupting; Keeps emotions under control; Remains open to others' ideas and tries new things.

Oral Communication - Speaks clearly and persuasively in positive or negative situations; Listens and gets clarification; Responds well to questions; Demonstrates group presentation skills; Participates in meetings.

Written Communication - Writes clearly and informatively; Edits work for spelling and grammar; Varies writing style to meet needs; Presents numerical data effectively; Able to read and interpret written information.

Teamwork - Balances team and individual responsibilities; Exhibits objectivity and openness to others' views; Gives and welcomes feedback; Contributes to building a positive team spirit; Puts success of team above own interests; Able to build morale and group commitments to goals and objectives; Supports everyone's efforts to succeed.

Change Management - Develops workable implementation plans; Communicates changes effectively; Builds commitment and overcomes resistance; Prepares and supports those affected by change; Monitors transition and evaluates results.

Cost Consciousness - Works within approved budget; Develops and implements cost saving measures; Contributes to profits and revenue; Conserves organizational resources.

Diversity - Demonstrates knowledge of EEO policy; Shows respect and sensitivity for cultural differences; Educates others on the value of diversity; Promotes a harassment-free environment; Builds a diverse workforce.

Ethics - Treats people with respect; Keeps commitments; Inspires the trust of others; Works with integrity and ethically; Upholds organizational values.

Organizational Support - Follows policies and procedures; Completes administrative tasks correctly and on time; Supports organization's goals and values; Benefits organization through outside activities; Supports affirmative action and respects diversity.

Strategic Thinking - Develops strategies to achieve organizational goals; Understands organization's strengths & weaknesses; Analyzes market and competition; Identifies external threats and opportunities; Adapts strategy to changing conditions.

Judgment - Displays willingness to make decisions; Exhibits sound and accurate judgment; Supports and explains reasoning for decisions; Includes appropriate people in decision-making process; Makes timely decisions.

Motivation - Sets and achieves challenging goals; Demonstrates persistence and overcomes obstacles; Measures self against standard of excellence; Takes calculated risks to accomplish goals.

Planning/Organizing - Prioritizes and plans work activities; Uses time efficiently; Plans for additional resources; Sets goals and objectives; Organizes or schedules other people and their tasks; Develops realistic action plans.

Professionalism - Approaches others in a tactful manner; Reacts well under pressure; Treats others with respect and consideration regardless of their status or position; Accepts responsibility for own actions; Follows through on commitments.

Education and Experience:

- Full understanding of Telephony and LAN connectivity and have scaled understanding of connected systems from end users source through all components.
- Two-year degree in Technology related electronics or A+ Network preferred or documented work experience in a related field.
- Ability to manage multiple projects in a fast-paced environment, and keep current with emerging technologies.
- Ability to work with limited supervision and prioritize workflow as needed while maintaining communications with other support personnel and supervisors.
- Must have a current Washington State Driver's license.
- Attendance and punctuality are important functions of the position.

PHYSICAL DEMANDS:

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly required to stand; walk; use hands to finger, handle, grasp or feel; reach with hands and arms; push and pull, and talk, hear and smell. The employee is frequently required to stoop, kneel, or crouch. Employee in this position may encounter prolonged sitting and/or standing. The employee must frequently lift and/or move up to 25 pounds, and occasionally lift and/or move 50 pounds. The employee must frequently carry and climb up a 16-foot ladder while maneuvering 40 pounds.

Specific vision abilities required by this job include close vision, distance vision, color vision and ability to adjust focus.

This position may require working with a diverse group of individuals. This position may require working with students of all ages as well as parents and staff. Employees in this position may encounter stressful situation where a professional attitude will be required. Multi-tasking is essential as deadlines and frequent interruptions are common.

Position requires varies swing shifts that will not interfere with classroom schedules.

WORK ENVIRONMENT

The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

While performing the duties of this job, the employee is regularly exposed to moving mechanical parts, dust, fumes or airborne particles. The employee is occasionally exposed to vibration. The employee is frequently exposed to high, precarious places and outside weather conditions. The noise level in the work environment is usually moderate.