

**San Jose · Evergreen Community College District
Classified Job Description**

Position: Information Technology Technician **Department:** Information Technology Services & Support (ITSS)

Location: District Office

Date: July 1, 2015

POSITION PURPOSE

This position reports to the Network Technology Manager or assigned administrator in ITSS. The purpose of the position is to coordinate and assist with installation, maintenance, training, troubleshooting of telecommunications equipment. Provide support, training and service to web authors and Internet services users for a number of public websites. Continually update the District web pages. Respond to and assist in the diagnosis of problems through interactions with users including problem recognition, research, isolation and resolution of problems.

DISTINGUISHING CHARACTERISTICS

Incumbent in this classification must possess the ability to administer the enterprise level VOIP telephone system including voicemail administration and phone programming. Incumbent coordinates installation and repair services as needed to support the legacy phone systems. This position requires sufficient SharePoint knowledge for website support, and provides troubleshooting support and training for end users and backup support for Help Desk operations.

KEY DUTIES AND RESPONSIBILITIES:

Telecommunication Support

1. Receive and prioritize service orders for telephone installations, moves, additions, changes and repairs. Verify the nature and validity of the request. Identify tools, equipment, and parts needed to complete the work order and contact vendors for installs, adds, moves, and changes when necessary.
2. Respond to basic user inquiries and/or trouble reports. Initiate troubleshooting of software and equipment problems and failures, documenting and referring complex equipment problems to telecommunications vendors.
3. Advise telephone system users of telephone features, procedures, functions, and services. Work with contractors to locate phone jacks for installation.
4. Update phone software to support voice mail and phone display changes.
5. Conduct one-on-one and occasional small group orientation for telephone equipment users on topics such as but not limited to telephone console use and options, conferencing and messaging.
6. Participate in routine monitoring of traffic loads, trouble logs, and other activity. Collect information that contributes to evaluations of software and hardware capabilities.
7. Conduct research for new and enhanced telecommunications equipment. Contact vendors for price, features, upgrades, warranties, and delivery. Initiate purchase orders for telecommunications equipment, reviewing for compliance with established standards.
8. Receive and verify invoices for telephone equipment, parts and accessories. Match invoices to

items received then forwards to the Business Office for processing. May assign cost center numbers to invoices.

9. Provide updates to automated features in the District's telephone system such as messaging to denote closure, holiday, emergency, etc. Record voice messages that support automated functions.
10. Coordinate and participate in preparation and distribution of the in-house telephone directory. Review and update directory information with representatives from various departments. Maintain up-to-date telephones extension and electronic mail lists.
11. Serve as a control point to support emergency communications. Prepare and send messages to all address holders on special notices.

Website Support

12. Support website content owners to update and maintain internet and intranet web pages that contain text and graphics and are accessed through the District and Colleges' web sites.
13. Meet with staff to design and address technical issues for site web pages.
14. Follow instructions to set up web pages using District technology standards.
15. Provide support, training and service to staff and users for the web and related applications.
16. Implement needed formatting and design changes to meet District standards for consistent look and feel of the websites.
17. Document technical guidelines for site web pages and applications.
18. May assist web developers with design of transaction forms, digitized images, Java banners, bullets, charts, image maps and graphics that require advanced programming skills.

Help Desk Support

19. Provide backup help desk support as needed in the department.
20. Respond to user questions and inquiries through telephone, e-mail, chat, text, oral and other forms of communication.
21. Assist users in resolving routine problems and answer routine questions.
22. Identify user problems with software and hardware, research problems and instruct users in the resolution of problems.
23. Document work requests in TrackIT database and assign work orders to CTSS and ITSS staff where appropriate.

Other

24. Create training resources to support the three functions of the position for end users.
25. Perform other duties as assigned.

Knowledge of:

1. Procedures and coding required for new accounts and features in telecommunications systems.

2. In-depth knowledge of PBX (analog and digital), voice mail, and call processing procedures, practices, and techniques.
3. Sufficient knowledge of computer-aided applications for telecommunications to program features and to troubleshoot problems, as well as common office productivity software.
4. Principles of and techniques used for design and maintenance of web sites that provide information and process transactions.
5. Fundamentals of Web Authoring.
6. An adept troubleshooter with customer service orientation.
7. College services and district operations.
8. Principles of training, support, and services to end-users.
9. Interpersonal relationship techniques.

Skills and Ability to:

1. Install, test, and troubleshoot telecommunications devices on a timely basis.
2. Respond to large volume of calls/inquiries and give instructions to users in a courteous, tactful manner.
3. Communicate clearly and accurately under occasionally stressful conditions.
4. Discuss technical information with users, discern their needs and provide solutions to meet those needs.
5. Update skills on a regular basis to keep abreast of rapidly changing technology with willingness.
6. Create and edit instructional materials, routine correspondence, web page text and graphics.
7. Establish and maintain effective and cooperative working relationships with those contacted during the course of work.
8. Prioritize and multitask to meet deadlines/timeframes.
9. Work independently and exercise good judgment.

Experience and Education:

1. Associate's degree or equivalent preferably in computer science, telecommunications, information technology or related field.
2. Three years of experience in telecommunication including telephone troubleshooting and support.
3. Experience with SharePoint website support.
4. Demonstrated sensitivity, knowledge, and understanding of the diverse academic, socioeconomic, gender, cultural, disability, and ethnic backgrounds of the individuals we serve and sensitivity to and knowledge and understanding of groups historically underrepresented, and groups who may have experienced discrimination.

WORKINGS CONDITIONS

Environment:

1. Indoor environment.

Physical Demands:

1. Hearing and speaking over phone to exchange information and make presentations.
2. Dexterity of hands and fingers to operate a variety of equipment.

Board Approved: 10/27/15

Salary Range: 95

EEO Category: 2B3 – Technical/Paraprofessionals