VICTOR VALLEY COMMUNITY COLLEGE DISTRICT

CLASS TITLE: COMMUNICATION SYSTEMS TECHNICIAN

FLSA STATUS: NONEXEMPT

BASIC FUNCTION:

Under the direction of an area administrator and under the guidance of the Communication Systems Coordinator, install, test, repair and maintain the District's complex telecommunications systems, related hardware components and systems.

REPRESENTATIVE DUTIES:

Perform a variety of telecommunications duties related to District needs, including telephone switch hardware and software configuration, programming, operation, upgrading, maintenance, troubleshooting and repair. *E*

Assist the Communications Systems Coordinator in identifying emerging technologies and future District and system needs, analyzing network performance, working with CISCO technical support, and inspecting the quality of work completed for the department by outside contractors. *E*

Install, test, repair and maintain the District telecommunication systems and related equipment such as CISCO systems, voice mail, campus data and telephone cable networks, modems, terminals and related peripherals. *E*

Coordinate and execute system configurations using technical database tools; analyze system operations and malfunctions and repair as necessary. *E*

Utilize complex cabling and splicing methods with database programs to chart, install, maintain and troubleshoot malfunctions existing in in-house telephone and data lines. *E*

Install, maintain and repair new and existing phones, data modules, attendant console and various related equipment; use various hardware and software applications to download, upload and control remote devices. *E*

Test, maintain and repair all communication lines and trunks for life-safety alarms (fire, burglary/robbery, elevator emergency); security surveillance cameras; keycard lock systems; marquee; T-1 and ISDN lines; radio-telephone setup allowing telephone access direct to campus police department radios. *E*

Add, move or change telecommunication facilities, services and equipment per service requests; relocate telephones and cabling for office moves and remodels. *E*

Assist in the analysis of network performance.

Provide expert consultation to District employees and train them on available features, methods of usage, system and component capabilities, features, software and equipment. *E*

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Proper methods and procedures to install, repair, test and maintain telecommunication and related communications equipment such as CISCO systems, voice mail and other related systems.
Technical aspects and database tools to install, repair, and maintain telecommunication systems and configurations.
Proper methods and procedures to maintain and repair existing in-house communication equipment.
Microcomputer hardware, cabling and the repair and maintenance of computer hardware systems and components.
Proper installation, maintenance, splicing and repair of complex cabling systems.
Record-keeping techniques.
Health and safety regulations.

ABILITY TO:
Perform a variety of telecommunications duties, including configuration, programming, operation, upgrading, maintenance, troubleshooting and repair of telephone switch hardware and software.
Install, repair, and maintain campus data and telephone cable networks, modems, and related peripherals.
Install, repair and maintain District telecommunications equipment such as CISCO systems, voice mail and existing telephone systems and others.
Utilize technical database tools to perform work according to established procedures.
Operate a computer to download and upload data and maintain various telecommunications systems and devices.
Operate and maintain electronic and communication systems including CISCO equipment, digital multimeter, reflectometer, amprobe, and linesman handset.
Maintain routine records related to work performed.
Prioritize and schedule work.
Estimate materials and supply needs.
Understand and follow oral and written directions.
Establish and maintain cooperative and effective working relationships with others, including those from diverse academic, socioeconomic, cultural, ethnic, and disability backgrounds.
Maintain current knowledge of technological advances in the field.
Analyze situations accurately and adopt an effective course of action.
Observe health and safety regulations.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: two years of college-level course work in electronics, telecommunications, or closely related field and four years experience in installation, maintenance, and repair of a variety of telecommunications hardware and peripherals.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING ENVIORNMENT AND PHYSICAL DEMANDS:

Disclosure:

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. 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.

Normal Office Environment:

While performing the duties of this job the employee is regularly required to walk, stand, sit for extended periods of time; speak and hear to communicate with internal and external personnel; use hands and digits to type or handle materials; bend at the waist, kneel or crouch to work on computer equipment; and view a computer monitor for extended periods of time. The employee is occasionally required to lift, up to 50 pounds, carry, push and pull equipment. While performing the duties of this job, the noise level in the work environment is usually quiet.