

## **BURBANK UNIFIED SCHOOL DISTRICT**

**CLASS TITLE: COMMUNICATIONS SUPPORT SPECIALIST**

### **BASIC FUNCTIONS:**

Under the direction of an assigned supervisor, plan, organize, install, manage, and maintain the voice/data communications equipment and infrastructure at various sites throughout the district; provide technical assistance and training to district personnel.

### **REPRESENTATIVE DUTIES:**

Evaluate, install, program, upgrade, configure and/or repair various communications hardware and software systems, including but not limited to: telephones, voice-mail systems and related computers and/or servers.

Install, relocate and/or repair telephone and related data infrastructure, including but not limited to: conduit and cabletray systems, 66 and 110 punch blocks, equipment racks, hubs, routers, switches, peripherals and related equipment; provide clean installations with proper wire management and installation techniques.

Work independently and/or in conjunction with staff and/or vendors to pull, terminate, troubleshoot and test various types of data cable, telephones, and related equipment.

Provide technical assistance and training on the use of communication equipment and features to District personnel individually or in group sessions as needed.

Plan, develop, and implement preventative maintenance schedules on equipment, including but not limited to: switch data and voicemail backup, battery testing, voltage testing, replacements and upgrades.

Perform troubleshooting techniques to isolate and diagnose hardware, software and/or other related equipment.

Maintain network backups, licensing, and security protection; manage and maintain network documentation and disaster prevention and recovery plans; perform periodic updates to district's communications systems.

Communicate effectively with individuals, both orally and in writing; establish and maintain a working relationship with department staff and district personnel.

Answer inquiries in person, via telephone, fax and e-mail; follow up with all service requests via email, web or other means.

Keep abreast of new hardware, software, communications networking products, developments, and strategies.

Inspect and prepare equipment for delivery and installation.

Schedule work and organize activities in ways to optimize working time.

Work with vendors on implementation, transfers, new systems, installations, etc.

Prepare and maintain a variety of records, files and reports; maintain confidentiality of information related to students and personnel.

Load communication software packages, including but not limited to, operating systems, application, management, and diagnostic software packages, on stand-alone computers and individual networked machines.

As needed and as approved by supervisor, request assistance from, or assist other technicians, with pulling cable.

Perform related duties as assigned.

## **KNOWLEDGE AND ABILITIES:**

Knowledge of:

- Technical aspects of field of specialty;

- Methods, procedures, materials and techniques used in the installation and maintenance of communications systems and related equipment, including both hardware and software;

- Modern office practices, procedures, and equipment usage;

- Safety measures and precautions;

- Methods, equipment, and materials used in the maintenance and repair of equipment;

- Proper methods of storing equipment, materials and supplies;

- Basic purchasing procedures, terminology, and inventory control and warehousing methods and procedures;

- Telephone technique and etiquette;

- Oral and written communication skills;

- Correct English usage, grammar, spelling, punctuation, and vocabulary;

- Interpersonal skills using tact, patience and courtesy;

- Financial and statistical record-keeping relations;

- Organizational skills and public relations techniques;

Ability to:

- Read, analyze, interpret, apply and explain rules, regulations, policies and procedures related to position.

- Interpret an extensive variety of technical instructions in mathematical or diagram form and deal with several abstract and concrete variables.

- Gather, assemble, organize and prepare data from various sources.

- Communicate effectively both orally and in writing.

- Analyze situations accurately and adopt an effective course of action.

- Work cooperatively and effectively with others.

- Lift objects weighing up to 80 pounds using safe and proper methods and/or equipment.

Move objects weighing more than 80 pounds using safe and proper methods and/or equipment.  
Operate equipment used in the repair and service of communication equipment.  
Read and use mechanical diagrams.  
Meet schedules and timelines.  
Plan and organize work.  
Train and provide work direction to others.  
Work confidentially with discretion.  
Add, subtract, divide and perform algebra and geometry calculations quickly and accurately.  
Understand and follow oral and written directions.  
Complete work with many interruptions.  
Maintain records and prepare reports.  
Work from blueprints, shop drawings and sketches.  
Operate a variety of equipment and machines utilized in the basic trade including testing equipment, drills, saws, various hand and power tools.  
Estimate materials and approximate time required for projects.  
Work cooperatively and effectively with others.  
Work independently with little direction.  
Operate a vehicle observing legal and defensive driving practices.  
Complete assignments in an efficient and timely manner.

#### **EDUCATION AND EXPERIENCE:**

Graduation from high school or equivalent degree. Training with telephone equipment, such as Toshiba DK series equipment, NEC 2000, and voicemail systems.

A minimum of five (5) years experience managing telephone networks with Toshiba DK series equipment, NEC 2000 systems, and voicemail systems, including experience in installing hardware, software and troubleshooting network problems. Experience with Ethernet, Windows 9X, 2000, NT and Server preferable, but not required.

#### **LICENSES AND OTHER REQUIREMENTS:**

Possession of a valid California driver's license is required.

#### **WORKING CONDITIONS:**

School, office and outdoor environment; subject to lifting, climbing, noise and exposure to fumes and chemicals; frequent travel throughout the district.