

**Job Title:**                    **Technician – Systems Support  
Telephone**



## **Position Description**

*To perform this job successfully, an individual must be able to perform the essential job functions consistently and to the satisfaction of the employer. Reasonable accommodations may be made for qualified disabled individuals. This job description is not an exhaustive list, as employees may be required to perform duties not specifically designated within this document, at the employer's discretion. The Escambia County School District reserves the right to modify or interpret this job description as needed.*

**FLSA Status:**            Nonexempt  
**Reports to:**            Appropriate Supervisor or Designee  
**Supervises:**            Appropriate Staff as required  
**Pay Grade:**            Professional – 11

**APPROVED**  
**ESCAMBIA COUNTY SCHOOL BOARD**  
  
**JUNE 20, 2017**  
  
**MALCOLM THOMAS, SUPERINTENDENT**  
**VERIFIED BY RECORDING SECRETARY**

## **JOB SUMMARY**

The purpose of this position is to provide for all aspects of the telecommunications system required for District operations.

## **ESSENTIAL JOB FUNCTIONS**

- Supports, maintains, installs, and troubleshoots telephone systems, voice mail equipment, and related communications equipment.
- Supports, maintains, installs, and troubleshoots models, fax, gas, and energy dial-up lines.
- Performs preventative maintenance and backups and creates hard copies of system configurations.
- Maintains inventory of spare parts.
- Evaluates and prioritizes requests for telephone service.
- Responds to service needs in an effective and professional manner.
- Implements and maintains a user-friendly environment, ensures telephone and voice mail connectivity, and provides additional support as needed.
- Maintains contact with coworkers, supervisor, and all District personnel with a telephone as required.
- Maintains contact with contractors, vendors, and outside agencies as required.
- Keeps supervisor informed of potential problems or unusual events.
- Responds to inquiries and concerns in a timely manner.
- Demonstrates initiative in the performance of assigned responsibilities.
- Provides for a safe and secure workplace.
- Models and maintains high ethical standards.
- Follows attendance, punctuality, and proper dress rules.
- Maintains confidentiality regarding school matters.
- Participates in workshops and training sessions as required.
- Informs vendors, contractors, and outside agencies of existing boundaries to perform jobs at District locations and to exchange information to resolve problems.

- Works closely with vendor technicians, facilities planning, school-based personnel, transportation department, and Manager – Telecommunications in coordinating the maintenance of the District telephone system and communications system.
- Provides training for users for new system installations.
- Prepares all required reports and maintain all appropriate records.
- Follows all School Board policies, rules, and regulations.
- Exhibits interpersonal skills to work as an effective team member.
- Demonstrates support for the School District and its goals and priorities.
- Performs other duties as assigned.

**MINIMUM REQUIREMENTS**

- Associate Degree from an accredited educational institution in computer Systems, Computer Technology, Engineering Technology, or related technical degree.
- Minimum of five (5) years combined experience in several operations, IA2 Key Telephone Systems, Merlin Telephone Systems, Spirit Telephone Systems, Meridian SL-1 Telephone Systems, Norstar Telephone Systems, cabling for telephone systems and modems, Fax machines, and circuits.
- Qualifications may vary from the above requirements to such a degree as the Superintendent and Board determine is necessary and appropriate to ensure properly qualified personnel in each specialized assignment.

**KNOWLEDGE, SKILLS, AND ABILITIES**

- Requires the ability to display knowledge of Nortel telephone systems, Nortel voice mail, and Nortel peripheral equipment.
- Requires the ability to display knowledge of different types of older model key systems, Merlin systems, spirit systems, basic knowledge of Meridian SL-1 Systems.
- Requires the ability to display skill in the use of multi-meter, ohmmeter, oscilloscope, signal generator and other electronic testing instruments.
- Requires the ability to display knowledge and experience with OS2 and Windows operating systems.
- Requires the ability to organize and prioritize activities.
- Requires the ability to communicate effectively, both orally and in writing.
- Requires the ability to determine the approach for work using guidelines provided.
- Requires the ability to perform professional-level work dealing with data, people, and technology that relates to administrative, technical, scientific, engineering, accounting, legal, or managerial skills.
- Requires the ability to maintain inventory.
- Requires the ability to use or repair small/light equipment and use computers.
- Requires the ability to repair, develop, or install telecommunications systems.

**PHYSICAL DEMANDS**

Medium Work: Exerting up to 50 pounds of force occasionally, and/or up to 30 pounds of force frequently, and/or up to 10 pounds of force as needed to move objects. The work also requires the following physical abilities in order to perform the essential job functions: climbing, fingering, grasping, mental acuity, visual acuity, and walking.

**WORKING CONDITIONS**

Employees in this position work in a dynamic environment that requires sensitivity to change and responsive to changing goals, priorities, and needs.

**Date of Board Approval: June 20, 2017, effective July 1, 2017**

**Date of Revision:**