



Job Description

Job Title: Telecommunications Specialist

JTC: TDW

Salary Range: N05

FLSA: Non-Exempt

Since 1965, we have served more than 3 million students. Dallas County Community College District (DCCCD) is one of the largest community college systems in the state of Texas, which includes seven independently accredited colleges located around the Dallas/Fort Worth area.

POSITION SUMMARY

Responsible for troubleshooting, implementing, and providing telecommunications support on behalf of DCCCD including the processing of service and repair requests for District.

REQUIRED KNOWLEDGE, SKILLS AND ABILITIES

Must have working knowledge of PC and telecommunications hardware and software applications to troubleshoot and identify communications problems. Must be able to verify that all systems are operating properly through regular beta testing, reprogramming procedures, and system updates. Ability to analyze telecommunication infrastructure requirements and makes appropriate cost-effective design recommendations. Ability to interpret and follow established policies and guidelines and/or make recommendations for changes that enhance overall efficiency of the organization.

Must be able to create and maintain documentation related to network configuration, network mapping, processes, and service records; test and implement systems; prepare justification for new systems or improvements. Ability to implement various telecommunications programs to improve existing telecommunications capabilities and/or new systems requirements.

Must be able to work independently with minimal supervision and in a team environment to reach organization's objectives. Must be able to work with diverse vendor, contractors, stakeholders and constituents to review and inspect overall system performance and make changes to the system to improve performance. Able to train clients in the use of telecommunications equipment and features.

Ability to review plans and specifications for adequate analysis and justification of requirements, realistic cost estimates, implementation dates, and similar concerns. Initiative to remain up-to-date with industry trends.

Must have strong analytical skills to solve unexpected telecommunication problems. Proven ability to perform a variety of support functions and manage multiple projects simultaneously from start to completion. Ability to communicate effectively with individuals from diverse backgrounds. Must have excellent customer-service skills.

PHYSICAL REQUIREMENTS

Normal physical job functions performed within a standard office environment. Reasonable accommodations may be made to individuals with physical challenges to perform the essential duties and responsibilities. Occasionally may be required to lift and carry materials weighing up to 30 pounds.

MINIMUM KNOWLEDGE AND EXPERIENCE

Associate's Degree with 3-4 years of experience in related field. Official transcripts will be required. On-call, work hours may extend beyond the normal eight hours, Monday-Friday, workday, including weekends and holidays to provide immediate support due to system failures on a 24/7 basis. A valid driver's license is required to due to extensive travel throughout the DCCCD area to all college/locations. *** Will be subject to a criminal background check. Some positions may be subject to a fingerprint check. ***

ESSENTIAL DUTIES AND RESPONSIBILITIES

Responsible for ensuring the correct functioning of telecommunication devices, as well as providing regular maintenance of said devices. Interacts with DCCCD staff, communicating technical issues in non-technical language; serves as the liaison for telecommunication channels to minimize downtime. Stays up-to-date with industry innovations, best practices, and resources by participating in educational opportunities and/or other professional development activities.

Analyze telecommunication infrastructure requirements and makes appropriate cost-effective design recommendations. Responsible for assisting in the implementation, monitoring and maintenance of local and wide area networks that typically link to numerous computer platforms and operating systems.

Establish and maintain working relationships with diverse stakeholders and constituents within the DCCCD community network to ensure business needs are met. Acts as a technical liaison for contractors and vendors working on or providing services for the telephone system, cable systems, telephone and data services, etc., on a district-wide basis.

Detect, comprehend and initiate solutions for network telecommunications issues by defining the problem, collecting and evaluating data, and making appropriate recommendations. Participates in the oversight and design of related technical documentation and policies as they relate to the management and implementation of telecommunication services at the college/location.

Must have excellent listening, oral and written communication skills in order to communicate with a diverse array of stakeholders and constituents within the DCCCD community network.

Performs other duties as assigned.

The intent of this job description is to provide a representative summary of the major duties and responsibilities performed by incumbents of this job and shall not be construed as a declaration of the total of the specific duties and responsibilities of any particular position. Incumbents may be directed to perform job-related tasks other than those specifically presented in this description. Position requires regular and predictable attendance.