

**Lead Telecommunications Support Technician
Mt. San Antonio College**

Direct Link: <https://www.AcademicKeys.com/r?job=123615>

Downloaded On: Jul. 19, 2019 12:37am

Posted May 21, 2019, expired Jul. 19, 2019

Job Title	Lead Telecommunications Support Technician
Department	
Institution	Mt. San Antonio College Walnut, California
Date Posted	May 21, 2019
Application Deadline	Open until filled
Position Start Date	Available immediately
Job Categories	Classified Staff
Academic Field(s)	Information Technology
Apply Online Here	https://apptrkr.com/1463441

Apply By Email

Job Description

Lead Telecommunications Support Technician

Position Number: 201314977

Department: Information Technology

Job Category: Classified Unit A

Time (Percent Time): 100%

Term (months/year): 12 months/year

Current Work Schedule (days, hours):

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Salary Range: A-118

Salary: Step 1-6, \$6,374 - \$8,135 per month

Shift Differential: Shift differential eligibility based on the current collective bargaining agreement

Open Date: 04/26/2019

Initial Screening Date: 06/05/2019

Open Until Filled: Yes

Application Procedure:

Complete application packets will be accepted until the position is filled; however, those submitted by 11:59 p.m. (PST) on June 5, 2019, are assured consideration.

Applicants must submit all of the following materials online at <http://hrjobs.mtsac.edu> to be considered for this position:

1. A Mt. San Antonio College online application.
2. A cover letter describing how the applicant meets the required education and experience.
3. A detailed rsum that summarizes educational preparation and professional experience for the position.
4. Two (2) letters of recommendation that reflect relevant experience (do not use social media or professional networks as a means to provide letters of recommendation).
5. College and/or university transcripts showing the awarded/conferred degree (if applicable) are required and must be submitted with the online application by all applicants, including current or former employees of the college, to demonstrate that the required educational qualifications are met. Unofficial transcripts are acceptable at the time of application; however, copies of diplomas are not accepted in lieu of transcripts.

Health & Welfare:

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College contributes \$10,946 toward annual premium for medical, dental, vision and life insurance coverage. Lifetime retirement benefits provided for eligible retirees.

The District participates in the Public Employees Retirement System (PERS), State Teachers Retirement System (STRS) retirement programs, and MetLife Social Security Alternative Plan.

*Note Salary and Health & Welfare Benefits are subject to change

Basic Function/Overview:

DEFINITION

Under general supervision, performs the most complex and varied technical support and training related to telecommunication systems; installs, maintains, programs and troubleshoots telephone and voicemail systems and telecommunication peripherals. Maintains and troubleshoots telecommunication system servers for the registration of phones and to manage voicemail; designs, installs and maintains District telecommunication network infrastructure.

SUPERVISION RECEIVED AND EXERCISED

Receives general supervision from the Director, Academic Computing and Infrastructure. Exercises technical and functional direction over and provides training to lower-level staff.

CLASS CHARACTERISTICS

This is an advanced journey-level class in the telecommunications support series responsible for installing, maintaining, and troubleshooting telecommunications systems. Employees at this level are required to be fully trained in all procedures related to the assigned area(s) of responsibility, working with a high degree of independent judgment, tact, and initiative. This classification is distinguished from the Information Technology Support Technician by its specialized telecommunications assignment. It is further distinguished from the Telecommunication Technician in that the latter performs the most complex technical and specialized duties assigned to the Telecommunication Technician class series, including some basic analytical work, and provides technical and functional direction to lower-level staff; whereas, the Telecommunication Technician does not exercise technical and functional direction to lower level staff.

Essential Duties/Major Responsibilities:

1. Provides lead direction to a crew of telecommunications support staff; schedules and assigns duties; reviews work upon completion for quality control purposes; assists with performance evaluations.
2. Evaluates and recommends modifications and upgrades to telecommunication systems based on feedback and input on needs from the user community; researches and requests quotes on various

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telecommunications components to address departmental needs.

3. Coordinates projects, personnel, and systems to facilitate access to the Districts inter-networked telecommunications systems; prepares reports or design documents for telecommunication technology related projects; provides adequate, smooth, and efficient telecommunications services for students, faculty, and staff; receives, prioritizes, and coordinates response to work orders; estimates and provides adequate materials, equipment, and staff needed.

3. Evaluates and effectively responds to requests for assistance from users experiencing problems with telecommunication systems; troubleshoots and diagnoses system hardware, software and operator problems; trains users on software and hardware usage by providing instruction and documentation in person, on the phone, or electronically.

4. Delivers, installs, or assists personnel in the installation of telecommunication systems such as telephones, fax machines, uninterruptible power supplies, system cards, and peripherals and voicemail boxes; programs software for adds, moves, and other changes; builds copper and fiber optic circuits and routes.

5. Researches, evaluates, and confers with vendors concerning telecommunication systems, hardware, software, and peripherals; functions as a liaison between the District and vendors to facilitate the design, installation, and maintenance of the communication system infrastructure.

6. Performs stress tests on inbound, internal, and outbound communication peripherals including T1, IP trunk, analog lines, analog, TDM and IP phones.

7. Maintains and troubleshoots telecommunication servers for the registration of phones and to manage voicemail.

8. Maintains District emergency phones; replaces bulbs, troubleshoots voice and main boards, and programs units.

9. Responds to energy management system network problems; troubleshoots and repairs by resetting, replacing switches, panels, and other parts.

10. Maintains and monitors inventory levels of telecommunication supplies and equipment; orders, receives, and maintains adequate inventory levels; reviews coordinates, and authorizes minor purchases; recommends major tool and equipment purchases.

11. Coordinates repair of telecommunications equipment with outside vendors and contractors; performs minor repairs.

12. Coordinates and provides access to District communication services by external entities for events and functions.

13. Performs manually and maintains the automatic server back-up systems.

14. Pulls and terminates cables; installs patch panels.

15. Assists in coordinating activities with help desk, network services, or other information systems staff.

16. Provides updates, status, and completion information to personnel and/or users via voice mail, e-mail, or in-person communication.

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17. Participates in departmental meetings and group problem solving activities to promote continual system improvements and initiatives.
18. Stays abreast of current trends and developments in telecommunications systems.
19. Responds to, supports, and troubleshoots fire alarm panels and elevator analog line problems and issues.
20. Learns and applies emerging technologies and, as necessary, to perform duties in an efficient, organized, and timely manner.

Other Duties:

Performs other related duties as assigned.

Knowledge Of:

1. Basic principles and practices of providing technical and functional direction and training to assigned staff.
2. Principles, practices, and protocols used in the operation, maintenance, and administration of telecommunication hardware and related software systems including workstations, servers, and networks.
3. Techniques and methods of telecommunications hardware and software evaluation, implementation, and documentation.
4. Advanced telecommunication wiring infrastructure methods and techniques.
5. Troubleshooting, configuration, and installation techniques.
6. Applicable Federal, State, and local laws, rules, and regulations, and District, departmental, and building codes, policies, and procedures.
7. Occupational hazards and standard safety procedures.
8. Record-keeping principles and procedures.
9. Modern office practices, methods, and computer equipment and applications related to the work, including word processing, database, and spreadsheet software.
10. English usage, spelling, vocabulary, grammar, and punctuation.
11. Techniques for providing a high level of customer service by effectively dealing with the public, vendors, students, and District staff, including individuals of various ages, disabilities, socio-economic and ethnic groups.

Skills and Abilities:

1. Perform a variety of functions in the operation of a variety of telecommunications equipment and peripheral components, including voice systems; troubleshoot related problems and take appropriate

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action.

2. Identify and resolve telecommunications hardware and software problems and perform minor repairs.
3. Setup telecommunications hardware and install and configure software.
4. Troubleshoot voice protocols and applications.
5. Train staff on telecommunications software applications and hardware usage.
6. Interpret, explain, and ensure compliance with District policies and procedures.
7. Establish and maintain a variety of filing, record-keeping, and tracking systems.
8. Respond to and effectively prioritize multiple phone calls and other requests for service.
9. Make accurate arithmetic and statistical computations.
10. Organize and prioritize a variety of projects and multiple tasks in an effective and timely manner; organize own work, set priorities, and meet critical time deadlines.
11. Operate modern office equipment including computer equipment and specialized software applications programs.
12. Use English effectively to communicate in person, over the telephone, and in writing.
13. Understand scope of authority in making independent decisions.
14. Review situations accurately and determine appropriate course of action using judgment according to established policies and procedures.
15. Establish, maintain, and foster positive and effective working relationships with those contacted in the course of work.

Minimum Qualifications/Education & Experience:

Equivalent to an Associates Degree from a regionally accredited college and three (3) to five (5) years of responsible experience working with enterprise level VOIP systems and/or IP telephony.

Equivalencies:

Preferred Qualifications:

License(s) & Other Requirements:

Examination Requirements:

Working Environment:

Incumbents work indoors and outdoors, and are exposed to inclement weather conditions, mechanical and/or electrical hazards, and may work in confined spaces requiring the use of protective clothing, equipment, and devices.

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Physical Demands:

Must possess mobility to work in a standard office setting and use standard office equipment, including a computer and to operate a motor vehicle to visit various District sites; vision to read printed materials and a computer screen; and hearing and speech to communicate in person and over the telephone. Standing in and walking between work areas is frequently required. Finger dexterity is needed to access, enter, and retrieve data using a computer keyboard or calculator and to operate standard office equipment. Incumbents in this classification frequently bend, stoop, kneel, reach, push, and pull drawers open and closed to retrieve and file information. Incumbents must possess the ability to lift, carry, push, and pull materials and objects up to 250 pounds with the use of proper equipment.

Hazards:

Conditions of Employment:

Typing Certificate Requirements:

Special Notes:

Please note: A confirmation number will be assigned when your application packet indicates the supplemental questions have been answered and a document has been attached to each required link. Assistance with the online application process is available through the Office of Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: employment@mtsac.edu.

DO NOT include photographs or any demographic information (e.g. D.O.B, place of birth, etc.) on your application or supporting documents.

TRAVEL POLICY: Costs associated with travel in excess of 150 miles one way from residence for the purpose of an interview will be reimbursed up to \$500 maximum. Relocation costs will be borne by the successful candidate. Travel reimbursement claims (original receipts) must be submitted no later than 30 days following the interview date.

Foreign Transcripts:

Foreign Transcripts: Transcripts issued outside the United States require a course-by-course analysis with an equivalency statement from a certified transcript evaluation service verifying the degree equivalency to that of an accredited institution within the USA. This report must be attached with the



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application and submitted by the filing deadline.

Inquiries/Contact:

Human Resources at 1100 N. Grand Avenue, Walnut, CA 91789-1399. Human Resources: (909) 274-4225. E-mail: employment@mtsac.edu.

Selection Procedure:

A committee will evaluate applications, taking into account breadth and depth of relevant education, training, experience, skills, knowledge, and abilities. The screening committee reserves the right to limit the number of interviews granted. Meeting the minimum qualifications for a position does not assure the applicant of an interview.

Interviews may include a writing sample, committee presentation, and/or performance test. The start date will be following Board approval and receipt of live scan clearance.

Special Instructions to Applicants:

The required letters of recommendation are not required to be confidential but if your reference prefers to send a confidential letter, please follow these instructions and notify your reference directly. To obtain a confidential letter of recommendation, you must enter the references name and email address in the fields provided under the Confidential References section of the application.

NOTICE: In order for your reference to receive an email with a link to attach a confidential reference letter, you must complete your application and reach the status of Under Review by HR. It is recommended that you complete your application and reach this status as soon as possible well in advance of the deadline to provide your reference ample time to attach the letter.

It is the sole responsibility of the applicant to assure that all required and any optional documents are attached by no later than 11:59 PM PST of the closing date shown on the job posting.

EEO Policy:

The College is an equal opportunity employer. The policy of the College is to encourage applications from ethnic and racial minorities, women, persons with disabilities, and Vietnam-era veterans. No person shall be denied employment because of race, religious creed, color, national origin, ancestry, physical disability, mental disability, medical condition, marital status, sex (gender), age, sexual



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orientation, or the perception that a person has one or more of these characteristics.

Conflict of Interest:

Mt. San Antonio College employees and the Board of Trustees members shall not engage in any employment or activity that is inconsistent with, incompatible with, or in conflict with Mt. San Antonio Colleges Administrative Procedures (AP 2710 Conflict of Interest, AP 2712 Conflict of Interest Codes).

Cancel RTF Policy:

We reserve the right to reopen, re-advertise, delay, or cancel filling this position.

To apply, visit [url=https://apptrkr.com/1463441]https://hrjobs.mtsac.edu/postings/7156

Contact Information

Please reference Academickeys in your cover letter when applying for or inquiring about this job announcement.

Contact

N/A

Mt. San Antonio College

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