CLASS TITLE: COMMUNICATION SYSTEMS SPECIALIST

BASIC FUNCTION:
Under direction of the Chief Technology Officer, the Communication Systems Specialist performs highly specialized duties related to the information technology and communication systems needs of the District for faculty, staff, and students.

This position needs to program and configure telephone switches and systems, and to perform Banner /WebSTAR security administration and email server administration functions.

This position also provides technical systems and general administrative support, responsibilities include: analyzing, troubleshooting, training, and recommending regarding communication and related systems; receiving and recording of information; assisting with ordering and budget reconciliation; scheduling and recording meeting minutes; generating appropriate records, files, and reports; contacting end users, vendors, contractors and others to resolve service, billing, and contract issues.

REPRESENTATIVE DUTIES:

Monitoring the alarm status of computer servers in the server room, and identifying critical alarm situations, executing contract support with hardware vendors to issue trouble tickets and assisting in resolving server hardware problems.

Keeping track of service level agreements for hardware in the computer server room, issuing renewing purchase orders for software and hardware maintenance agreements as well as new purchases.

Reviewing and processing requests throughout the District for changes/additions and enhancements to telephone systems (both traditional as well as Voice over IP); resetting of voice mail passwords; programming telephone switches to add/delete extensions and voice mail; updating telephone directories; contracting telephone service providers and system vendors for service upgrades and system maintenance/repairs; and performing project status tracking.

Reviewing and processing requests throughout the District for adding/deleting user email accounts, resetting email passwords, establishing recipient groups, and maintaining user accounts in the Active Directory.

Reviewing and processing requests throughout the District for adding/deleing user login accounts in the Banner system, managing Banner security group and object settings, and resetting user password upon request.

Reviewing and processing requests throughout the District for adding/deleing user login accounts in the WebSTAR system, managing user privileges, supporting password resetting for faculty, staff, and students.

Preparing and processing requisitions and purchase orders for the District and Technology group, including but not limited to, computer equipment, parts, software, licenses, maintenance contracts, office supply, voice and data lines, telephone equipment, and travel vouchers.

Monitoring service level agreements, contacting vendors, contractors and other suppliers to resolve billing, contract, and service issues.

Performing budget reconciliations.

Scheduling meetings and recording meeting minutes as required.

Verifying and processing time sheet records, ensuring accurate reporting.

Assisting in training end-users on voice and email systems, Banner and WebSTAR login procedures.

Performing other related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:
Proper operation of a computer and peripheral equipment.
Methods of restoring files and directories.
Automated telephone systems including traditional and voice over IP systems equipment.
Automated voice mail system.
Modern office practices, procedures and equipment.
Preparation and maintenance of records and files using microcomputer equipment.
Operation and application of specialized software used in the District such as Banner and WebSTAR.
Principles of computer technology including operating systems such as Windows, Linux, and UNIX.
Oral and written communication skills.
District purchasing policies and procedures including service and maintenance agreements.

ABILITY TO:
Read and interpret detailed computer processing and operating instructions.
Operate the Information Systems Department computers and peripheral equipment.
Basic principles of computer technology.
Prepare, process, and expedite requisitions, purchase orders and repair orders.
Maintain comprehensive records and prepare reports.
Meet schedules and time lines.

KNOWLEDGE AND ABILITIES: (continued)

ABILITY TO: (continued)
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.
Assist in training personnel in the operation of computer terminals and peripheral equipment.
Prepare reports and perform a variety of general clerical and recordkeeping duties in support of department activities and programs.
Assist in training end-users on proper operations of computer terminal, peripheral, and software usage.

EDUCATION AND EXPERIENCE: Any combination equivalent to: graduation from high school supplemented by completion of communication systems, data processing or information systems coursework covering computer operations, and three years of related experience. Prefer an associate's degree in computer systems or related field.

WORKING CONDITIONS: Duties are primarily performed in an office environment at a desk or computer terminal. Incumbents are subject to frequent interruptions and contact in person and on the telephone with academic and classified staff.

PHYSICAL DEMANDS: Must sit for long periods of time, use hands and fingers to operate an electronic keyboard or other office machines, reach with hands and arms, stoop or kneel or crouch to file, see clearly to read and interpret information, speak clearly and distinctly to answer telephones and to provide information, hear and understand voices over telephone and in person, and regularly lift, carry and/or move objects weighing up to 10 pounds. Occasionally must travel to other offices or locations to attend meetings or to pick up or deliver materials.