

SANTA CLARA COUNTY OFFICE OF EDUCATION

CLASS TITLE: TELECOMMUNICATIONS ANALYST

BASIC FUNCTION:

Under the direction of the Manager - Network and Technical Support Services, plan, design, configure, implement, evaluate, test and debug data/voice telecommunications networks and systems to meet the needs of the County Office; utilize specialized knowledge in telecommunications systems, data/voice communications, data networking, IP telephone, computer hardware and software systems, and skill in public relations, research and problem solving; manage, process and consult concerning the USAC Schools and Libraries Division E-rate program for the County Office and County Office districts.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Administer, configure, implement, evaluate, test, debug, troubleshoot, upgrade and maintain voice over IP phone system including Unified Communications Manager, Unity Voicemail, Emergency Responder, SA-Announce paging and scheduling system, Xmedius electronic fax system, E911, IP phones, routers, switches and gateways.

Manage, process and consult concerning the USAC Schools and Libraries Division E-rate program for the County Office and County Office districts; maintain current understanding of the complex E-rate program, effectively utilizing the E-rate program to obtain the most funding the County Office and districts; assist in determining the needs of the County Office and districts that E-rate can help meet; develop, evaluate, analyze and award bid/RFPs; facilitate contracts; complete and file required forms according to established timelines; respond to inquiries from vendors and USAC regarding discount eligibilities, funding, reimbursements, and delivery of equipment and services; maintain E-rate records, approval of technology plans, follow-up on applications submitted, responding to USAC requests for information; make effective use of the E-Rate funds available to the County Office and its districts.

Audit, analyze, organize and correct telecommunications bills; check for accuracy, review for unusual charges, validate discounting and ensure charges to departments are correct; monitor disconnect of unused lines and circuits.

Manage the selection, procurement, installation, maintenance, billing, monitoring, troubleshooting and repair of telecommunication services, phone lines and circuits; work with vendors and others to install, disconnect, move or repair services; work with technicians to repair inside cabling issues and trace, test, move and make live inside cabling and drops; review new telecommunications technologies, evaluate for County Office needs and order appropriate circuits and lines; assist in new site construction or remodeling planning to assure adequate telecommunication services and conduit is provided; respond quickly and efficiently to issues with telecommunications service to limit down time and disruption to users; provide technical support to multiple County Office locations and users.

Analyze available facts, records, and other information; determine appropriate action; resolve problems associated with communications networks in a timely manner.

Assist telecommunications and network equipment providers in network configurations and design to ensure optimal efficiency.

Prepare cost of data/voice telecommunication services including cellular services, recommend contractual charges, service providers, and cost control measures; review and analyze invoices from various telecommunications vendors to compile data, generate report, and approve appropriate payment for product and services.

Maintain database of telecommunications discounts such as the California Teleconnect and USAC Schools and Libraries Division E-Rate Discount Program; provide assistance to districts in participating in discount programs; generate invoices for services including training, completing and filing applications and providing supporting documentation

Perform regular audits on data and voice circuits to insure that vendors' invoices are accurate and ensure that possible discounts have been applied.

Provide technical support to users; receive and analyze problems reported from telecommunications users; make inquiries regarding communications problems appropriate information and log troubleshooting activities and problem resolution.

Perform diagnostic tests and analyzes symptoms to determine problem/malfunction source; contact other technical support staff, vendors, and service providers as needed.

Authorize and coordinate service calls, schedule appointments between service providers, vendors, and users requesting installation or experiencing problems/malfunctions; and verify problem resolution with user.

Manage user passwords and profiles in security system; conduct routine audits of security information and reviews system/application access.

Inform technology management of technological changes occurring in the telecommunications industry as well as changes in service offerings and support levels.

Train users in the proper use and operation of telecommunications equipment and telephone systems; prepare and update user operation brochures and guides.

Maintain accurate records, logs and files related to assigned networking, and telecommunication activities, service orders, operations, and functions

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:**KNOWLEDGE OF:**

Telecommunications circuits: telephone circuits, analog lines, E1, T1, ISDN, DSL DS3, PRI, Fiber, switched Ethernet, wireless APs and modems, SIP Trunks and cellular technologies.

Rules, regulations and procedures of the USAC E-Rate program including bidding and procurement process, eligibility and discount rate analysis, form preparation and application process, invoicing process and document retention and management.

Data communications and network design.

Switch, router and network installation, maintenance, programming and troubleshooting.

Data communications and network design.

State and Federal laws and regulations relating to telecommunications and data communications.

Information system terminology and telecommunications policies, procedures, and vendors.

Installation of data/voice communication networks, telephone systems, and related software and hardware.

Proper telephone etiquette and public relations skills.

Basic applications and capabilities of designated software, hardware, and operating systems for telecommunications and networking products.

Systems analysis and project management procedures.

Proper English usage, grammar, punctuation, and vocabulary.

ABILITY TO:

Apply specialized knowledge of the E-Rate Program to advise users and districts and to successfully obtain funding for telecommunication services, equipment and cabling.

Analyze, research, and solve problems.

Communicate effectively orally and in writing.

Apply specialized knowledge in telecommunications systems, VoIP phone systems, data communications hardware and software systems successfully.

Remain abreast of technological changes in the telecommunications industry as well as to changes in service offerings and support levels.

Identify network-related problems through the performance of diagnostics, and determine appropriate action for resolution.

Establish and maintain logs, records, lists, fact sheets, and files regarding specialized transactions, procedures, and policies.

Prepare user guides and a variety of statistical and narrative reports.

Determine teleprocessing and telecommunications equipment, software programs, and materials to meet user requests.

Operate a variety of computer peripheral equipment including desktop and designated software.

Perform mathematic calculations accurately.

Plan, organize, and prioritize assigned tasks and functions efficiently in stressful situations.

Work various shifts with minimum supervision to meet user needs.

Coordinate and monitor teleprocessing and telecommunications networking activities with service providers/agencies.

Train users in the proper use and application of teleprocessing equipment, telecommunications, software, and systems applications.

Establish and maintain effective work relationships with those contacted in the performance of required duties.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: bachelor's degree in computer science, information systems, telecommunications management, or a related field and three years of directly related experience in telecommunications administration, including design, implementation, and maintenance of teleprocessing and telecommunications system operations.

LICENSES AND OTHER REQUIREMENTS:

Certification in Cisco Networking.
Valid California driver's license.

WORKING CONDITIONS:

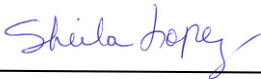
ENVIRONMENT:

Indoor environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Hearing and speaking to exchange information.
Dexterity of hands and fingers to operate computer keyboard.
Seeing to perform assigned activities.
Sitting for extended periods of time.
Bending at the waist, kneeling or crouching.

Personnel Commission Approval: January 8, 2014



Sheila Lopez
Director-Classified Personnel Services

January 8, 2014
Date