

**SACRAMENTO CITY UNIFIED SCHOOL DISTRICT**  
**Position Description**

---

---

**TITLE:** Telephone Operations Specialist I      **CLASSIFICATION:** Classified

**SERIES:** Telephone Operations Specialist      **FLSA:** Non-Exempt

**POSITION CODE:**      **WORK YEAR:** 223 Days

**DEPARTMENT:** Information Services      **SALARY:** C - 49  
SEIU Salary Schedule

**REPORTS TO:** Manager      **BOARD APPROVAL:** 10-06-97  
**BOARD REVISION:**

---

---

**BASIC FUNCTION:**

The Telephone Operations Specialist II has a scope of knowledge and capability that includes the entire voice communications infrastructure of the District. The Telephone Operations Specialist II is responsible for overseeing all of the voice communications systems and processes of the District. The Telephone Operations Specialist II understands not only individual systems and services, but also how the systems and services interrelate to comprise an integrated communications system. By contrast, the entry level Telephone Operations Specialist I has a more limited scope of knowledge and capability. The Telephone Operations Specialist I is responsible for maintaining the day-to-day operations of the District's voice communication system and for implementing processes and procedures developed by the Telephone Operations Specialist II.

Under guidance, the Telephone Operations Specialist I supports the District's voice communication systems; assists sites and departments in the use of telephone and voice mail services; and, implements central office processes which support the District's telecommunication needs.

**REPRESENTATIVE DUTIES:**

Assists District sites and departments with their voice communication systems. Troubleshoots problems relating to District telecommunications services, including telephone lines, sets and voice mail. Assists sites and departments in problem isolation and dispatches appropriate repair technicians as needed.

Processes add, move and change orders received from sites and departments for telephone, fax and modem lines, telephone equipment and voice mail services. Maintains central inventory of telephone lines and sets at each site/department. Consults with users on basic telecommunication requirements and provides recommendations and costing information. Coordinates with other District divisions as required (e.g., Buildings and Grounds, Budget Services).

Maintains records on all resources associated with the District's voice communication systems. Implements processes that support the day-to-day operation of the systems and maintains documentation on these processes. Applies standards to site and department telecommunications requests. Assists in the management of the District's Call Router application.

Maintains budget information for all telephone lines and voice mail services in the District. Tracks the monthly cost of each line and initiates expenditure transfers for services paid for by other funding sources.

Uses PC-based software to administer and track Centrex features for all District telephone lines, initialize and manage District voice mail services, track vendor orders and payments, compute site/department charge-backs, and maintain District telephone directories.

Distributes relevant information to District employees on the features and functions of the District's telecommunications systems and on effective use of their capabilities. Provides training to District personnel as needed.

Serves as vendor contact for the purpose of placing orders, coordinating installations, maintaining equipment, and processing payments.

### **EDUCATION AND EXPERIENCE:**

Experience must include the use of computers in performing job functions.

*and*

Progressively more responsible experience supporting the voice communication system of a large organization. Experience must include end-user support.

*and*

A minimum of two years general technical experience in installing and maintaining telephone networks, and two years experience PC experience.

*and*

The equivalent of a high school graduation.

### **LICENSES AND OTHER REQUIREMENTS:**

- Hold a valid California driver's license and provide personal automobile

### **KNOWLEDGE AND ABILITIES:**

#### **KNOWLEDGE OF:**

- Problem solving skills
- Methodologies for managing technical change on a proactive basis

#### **ABILITY TO:**

- Use commonly available office automation tools, such as word processing packages, spreadsheet packages, database packages, presentation packages, and communications packages
- Must be available for mandatory overtime during critical times
- Must be able to work in a manner and at a time so as not to interfere with customer productivity.
- Alternative work schedules and/or telecommuting may be mandatory to prevent end-user interference
- Effectively work with program managers and site personnel
- Perform other duties as assigned

### **WORKING CONDITIONS:**

#### **ENVIRONMENT:**

- Office environment; driving a vehicle to conduct work

**WORKING CONDITIONS: (continued)**

**PHYSICAL ABILITIES:**

- Sitting for extended periods of time
- Walking and standing to identify and diagnose telecommunications problems
- Lifting, moving, re-positioning, and connecting telephone equipment components with weights up to twenty (20) pounds
- Hearing and speaking to exchange information
- Dexterity of hands and fingers to operate a computer keyboard and telecommunications equipment
- Seeing to read a variety of materials and reports
- Physical, mental and emotional stamina to endure long hours under sometimes stressful conditions

**HAZARDS:**

- Occasional contact with dissatisfied or abusive individuals
- Exposure to dust when equipment is installed or moved

(ZIP 100)

**APPROVALS:**

\_\_\_\_\_  
Personnel Services Department

\_\_\_\_\_  
Date

\_\_\_\_\_  
Superintendent

\_\_\_\_\_  
Date