

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

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

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

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

**DEPARTMENT:** Information Services      **SALARY:** C - 55  
SEIU Salary Schedule

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

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**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 minimum general guidance, the Telephone Operations Specialist II supports the District's voice communication systems; develops, administers, and maintains processes which support the day-to-day operation of the systems; documents these processes for others; establishes standards which can be applied to site and department requests; and, manages the District's call router application.

**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.

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.

Manages all resources associated with the District's voice communication systems. Develops, administers and maintains processes which support the day-to-day operation of the systems and documents these processes for use by others. Establishes standards that can be applied to site and department telecommunications requests. Manages the District's Call Router application.

Oversees the processing of add, move and change orders received from sites and departments for telephone, fax and modem lines, telephone equipment and voice mail services. Ensures that a central inventory of telephone lines and sets at each site/department is maintained and updated as needed. Consults with sites and departments on more complex telecommunication requirements and provides recommendations and costing information.

Serves as project lead on complex installation efforts that involve multiple lines and sets. Interviews customer, assesses impact on site's/department's existing call processing, analyzes project requirements, designs appropriate systems, documents solutions, coordinates implementation effort, and tests system once installed.

Assesses new voice technologies for possible implementation in the District. Tests new equipment, services and processes to ensure minimal impact to the quality and integrity of overall District telecommunication system.

Establishes, manages and tracks contracts with various vendors for the provisioning of telecommunications services.

#### **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 four years general experience in installing and maintaining telephone networks, and two years experience PC experience. At least two years of current duties must be at the Telephone Operations Specialist I or equivalent level. Telephone experience must include at least two years performing requirements analysis, design and installation of complex voice systems.

*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
- Technical expertise on voice communication services including features and functions of various switching technologies, interactive voice processing systems, wireless capabilities, regulatory issues, and industry standards and practices
- Methodologies for managing technical change on a proactive basis

**KNOWLEDGE AND ABILITIES: (continued)**

**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

**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:**

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Personnel Services Department

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Date

\_\_\_\_\_  
Superintendent

\_\_\_\_\_  
Date