



T U L S A

PUBLIC SCHOOLS

Job Title: Communications Technician

Department: Information System Services
Reports To: Technical Services Manager
Grade: TS-09
Number of Days: 12 Months
Security Access: ESC
Current Date: July 15, 2013
Overtime Status: Non-Exempt

Job Objectives: Duties include installation and support of district telephony systems and cabling infrastructure at administrative and school sites. Interface with vendors on third party support or maintenance agreements. Troubleshoot advanced hardware and software problems. Assist in making recommendations for District telephony support levels.

Minimum Qualifications:

- **Education:**
 - High School diploma or equivalent.
- **Experience:**
 - Two years working with low voltage voice, data and video cabling required.
 - Two years in IP telephony hardware, software configuration and maintenance is preferred.

Responsibilities and Essential Functions: The following duties are representative of performance expectations. A reasonable accommodation may be made to enable a qualified individual with a disability to perform essential functions.

- Implementation, operation and maintenance of all telecommunication equipment including but not limited to analog, digital and IP phones, PBX, and voicemail systems.
- Manage and maintain central office trunking and data services (IP Telephony) for voice traffic.
- Other tasks as assigned.

Skills and Abilities Required: The following characteristics and physical skills are important for the successful performance of assigned duties.

- **Specialized Knowledge, Licenses, etc:**
 - Certification in:
 - Avaya / Nortel telephony equipment and / or data equipment.
 - Data cabling certifications (CommScope) preferred.
 - Installation and Maintenance Certification in Nortel 4.5 PBX systems or related telephony equipment.
- **Other:** Able to effectively deal with peers, vendors, and users at all levels.

Supervisory Responsibility: Does not directly supervise any individuals.

Working Conditions: Exposure to the following situations may range from remote to frequent based on circumstances and factors that may not be predictable.

- Normal school and office environment.

Tulsa Public Schools is an equal opportunity employer offering employment without regard to race, color, religion, gender, national origin, age, sexual orientation, or disability. This job description summary does not imply that these are the only duties to be performed. This job description is subject to change in response to funding variables, emerging technologies, improved operating procedures, productivity factors, and unforeseen events.