

SAN MATEO COUNTY OFFICE OF EDUCATION

CLASS TITLE: TELECOMMUNICATIONS/NETWORK ANALYST

BASIC FUNCTION:

Under the direction of the Manager, Information Technology Support, perform a variety of technical activities involved in the installation, configuration, operation, maintenance and repair of assigned network systems and related equipment, hardware, software and applications; install, maintain, repair and assure proper operation of assigned County Office telephone systems.

REPRESENTATIVE DUTIES:

ESSENTIAL DUTIES:

Perform a variety of technical activities involved in the installation, configuration, operation, maintenance and repair of assigned Wide Area Network (WAN) systems and related equipment, hardware, software and applications; monitor and assess network performance to assure smooth and efficient operation and identify problems, concerns and security issues.

Install, relocate and replace telephones, lines, extensions , wiring and related peripheral equipment as needed; assure phones are properly connected to the telecommunications system; utilize and install cross connects and punch downs as needed; program and update telecommunication system menus, extensions, voicemail and other features.

Inspect, troubleshoot and diagnose network system, server, hardware and application malfunctions to assure smooth running of network systems; test and assure proper connectivity of network systems; resolve network problems and malfunctions.

Maintain, repair and assure proper operation of assigned telephone systems and related equipment for County Office and other assigned facilities; troubleshoot, diagnose and resolve telecommunication system malfunctions; replace wiring and other system components as needed.

Participate in the design of telephone system wire plans according to specifications and location of telephones; generate, develop and maintain building map of current telephone extensions, data network connections, and data and telephone jacks.

Assist in the set-up, development and modification of computer and network systems; install and configure network routers, cabling and related equipment; replace cabling, equipment and devices as necessary; prepare, maintain and replace back-up data files.

Communicate with personnel, administrators and various outside agencies to exchange information and resolve issues or concerns; contact and collaborate with vendors in resolving network and telecommunication problems, issues and malfunctions.

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Input a variety of data into an assigned computer system; establish and maintain automated records and files; initiate queries, develop spreadsheets and generate a variety of computerized documents and reports; assure accuracy of input and output data.

Operate a variety of computers, servers, peripherals, meters, testers, tone generators, specialized software and hand tools; drive a vehicle to conduct work.

Prepare and maintain a variety of records and reports related to telephone extensions, accounting and assigned activities; update and maintain database of current telephone extensions.

Provide back-up help desk support to personnel concerning computer operations and related malfunctions; receive and respond to user telephone calls; provide general troubleshooting, determine type of request and provide solutions; arrange for maintenance and repairs as needed.

OTHER DUTIES:

Perform related duties as assigned.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

General practices, procedures and techniques involved in the installation, configuration, operation, maintenance and repair of network systems and related equipment, hardware, software and applications. Principles, methods and procedures of operating computers, networks and peripheral equipment. Methods, materials, practices, procedures and equipment used in the installation, maintenance and repair of telecommunications equipment and related systems.

WAN usage, implementation and network terminology.

General principles, theories and techniques of network and telecommunication system design.

Applicable types of cabling systems, routers and other related equipment.

Programming, terminology and operation of telecommunication systems including telephones and voicemail features.

Record-keeping and report preparation techniques.

Interpersonal skills using tact, patience and courtesy.

Oral and written communication skills.

ABILITY TO:

Perform a variety of technical activities involved in the installation, configuration, operation, maintenance and repair of assigned network systems and related equipment, hardware, software and applications.

Install, relocate and replace telephones, lines, extensions, wiring and related peripheral equipment.

Troubleshoot, diagnose and resolve problems with network hardware and software.

Maintain, repair and assure proper operation of assigned telephone systems and related equipment. Assist in the set-up, development and modification of computer and network systems.

Program telecommunication systems menus, extensions, voicemail and other features.

Repair and replace hardware as needed.

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Test and assure proper connectivity of network systems.
Install and configure network hardware, routers, cabling and related equipment.
Meet schedules and time lines.
Work independently with little direction.
Maintain records and prepare reports.
Communicate effectively both orally and in writing.
Establish and maintain cooperative and effective working relationships with others.

EDUCATION AND EXPERIENCE:

Any combination equivalent to: graduation from high school supplemented by college-level course work in telecommunications, network systems or related field and three years experience in the maintenance, repair and installation of telecommunication or network systems and equipment.

LICENSES AND OTHER REQUIREMENTS:

Valid California driver's license.

WORKING CONDITIONS:

ENVIRONMENT:

Indoor work environment.
Driving a vehicle to conduct work.

PHYSICAL DEMANDS:

Dexterity of hands and fingers to operate a computer keyboard.
Hearing and speaking to exchange information.
Seeing to read a variety of materials and view a computer monitor.
Sitting or standing for extended periods of time.
Lifting, carrying, pushing or pulling moderately heavy objects as assigned by the position.
Bending at the waist, kneeling or crouching.
Reaching overhead, above the shoulders and horizontally.