

## SANTEE SCHOOL DISTRICT

### TELECOMMUNICATION / NETWORK (E-RATE) ADMINISTRATOR

#### Definition

Under the direction of the Director of Technology, the Telecom/Network (E-Rate) Administrator manages the district's telecom (line and mobile) and data network infrastructure. Incumbent also manages and administers the district E-Rate program.

#### Distinguishing Characteristics

The Telecom/Network (E-Rate) Administrator classification is distinguished by the extensive knowledge, experience and technical skills required to manage the telecommunication systems and the knowledge of the Universal Service Fund's E-Rate program to ensure the District's participation.

#### Examples of Duties

- a. Perform a variety of specialized activities involving the design, installation, configuration, operation and maintenance of the Local Area Network (LAN) and Wide Area Network (WAN).
- b. Plans and recommends design of telecommunication systems, including research of telecommunication equipment and services.
- c. Coordinate ordering and installation of telecommunications and data network equipment and services.
- d. Provide support for telecommunication services including handsets, cellular phones, mobile data access and new/emerging telecommunication-related technology.
- e. Support and maintenance of the telephone PBXs and voicemail server, including MAC (Move Add Change) and voicemail box services.
- f. Administration of special rate telecommunication services and contracts (E-Rate and California Discounted Advances Services).
- g. Recommendation and management of telecommunication policies.
- h. Management of the district's telephone directory.
- i. Assist in the development of the district budget for telecommunication services.
- j. Monitoring of district telecommunication billings and utilization of the most cost effective contracted services.
- k. Documentation of the physical telecommunication and data network.
- l. Development of standards for telecommunication and data cabling.
- m. Administration of the District's E-Rate program.

## TELECOMMUNICATION / NETWORK (E-RATE) ADMINISTRATOR

Page 2.

### Qualification Guide

Knowledge of:

- a. Telecommunication systems, technology and services.
- b. Common carriers rules, service procedures and State/Federal regulations.
- c. Telecommunication PBX and voicemail system principles, operating procedures, scripting, programming and security.
- d. State and Federal E-Rate regulation and procedures.
- e. Networked/distributed computing environment concepts.
- f. Basic routing and switching protocols (TCP/IP).
- g. Network security setup and administration.
- h. Applicable types of voice and data cabling systems.
- i. Windows servers and desktop operating system.
- j. Analytical, research, problem solving skills, and systems analysis and project management procedures and techniques.

Ability to:

- a. Communicate (written and oral) effectively with all levels of staff.
- b. Establish effective working relationship with technical staff and all levels of SDCOE, district office and school site staff.
- c. Troubleshoot, analyze and resolve problems.
- d. Interpret, apply and explain rules, regulations, policies and procedures related to the assignment.
- e. To work with end-users to determine needed requirements
- f. Promote a higher level of customer satisfaction.
- g. Conduct training for district staff on telecommunication tools and concepts.
- h. Remain abreast of current network and telecommunication technologies.
- i. Work independently with minimal supervision.
- j. Work in various shifts to meet the need of the assigned duties.
- k. Set priorities and organize work to meet strict deadlines.
- l. Make decisions on a variety of complex issues.

### Licenses

Possession of a valid California driver's license and availability of private transportation.

### Training and Experience

The skills, knowledge, and abilities listed above would typically be acquired through graduation from an accredited four-year college or university with a major in electronics, telecommunications, or directly related field, and four years of recent, increasingly responsible experience of an acceptable level, and developing/supporting quality telecommunications/network systems. Additional specialized certifications in hardware repair (A+), network administration (N+), Cisco/HP networking equipment administration, telecommunication system administration and AMP certification highly desirable.

## TELECOMMUNICATION / NETWORK (E-RATE) ADMINISTRATOR

Page 3.

### Working Conditions

This is a position offering a wide range of working conditions: Office environment, rooftops, telecom/network equipment room, and classrooms. Shift may vary to allow network configurations when users are not on the system. Some noise and temperature variations are expected from equipment and outdoor environment. Physical ability to bend, kneel, stoop, crawl, stretch, work from ladder, lift and carry a variety of equipment and objects weighing up to 50 pounds.

### Characteristics

Honesty; industry; initiative; dependability; and good judgment in conjunction with position duties; loyalty, desire to serve, and other related qualities. Sufficient stamina, dexterity, mobility, flexibility to: work evenings or weekends, as necessary, operate a variety of equipment; travel from site to site and move to various work locations. Sufficient hearing and speech to comprehend office conversation and to communicate orally in a clear understandable manner.

### Mental Functions

Ability to: think logically and analytically; and concentrate for long periods of time; comprehend technical concepts and complex applications; exercise creativity, persistence and patience in problem resolution; and make concepts understandable to users.

Board Approved: May 19, 2009