

TELECOMMUNICATIONS SERVICE REPRESENTATIVE

DEFINITION

Provides first-level technical support and coordinates the ordering, installation, maintenance, and repair of telecommunications digital data and voice services such as Fiber, LTE, DSL, T1, DS3, and telecommunications equipment, including, telephones, cellular equipment, wiring, switches, jacks, and other related hardware for school and office personnel.

TYPICAL DUTIES

- Provides first-level technical support to requests received by phone, on-line, or e-mail by conducting basic troubleshooting to determine the proper course of action.
- Creates a service request in the incident management system, reports issues to vendors, and follows up for resolution.
- Reviews information on Telecommunications Service Requests (TSR) and contacts locations to resolve funding issues and incomplete or inaccurate information.
- Analyzes telecommunications requirements for District locations and makes recommendations for additions, consolidations, and removals.
- Analyzes and reports on existing cellular plans and telecommunications services and makes recommendations for cost-effective solutions.
- Contacts the requesting location to determine the scope of work, coordinates the schedule with vendors to ensure completion, and communicates status to the customer.
- Monitors all assigned incident management tickets to ensure that work is completed timely and accurately and closes tickets at completion of work.
- Provides quotes and prepares requisitions and purchase orders for equipment and services.
- Places orders with vendors for cellular equipment and telecommunications service via internet based service provider ordering systems or e-mail for new service and changes in service or disconnects.
- Processes orders for cellular or digital data equipment by preparing requisitions; places orders with vendors for new services, changes in service, disconnections, and equipment orders; and oversees the order from shipment of the equipment from the vendor to the requestor.
- Monitors and tracks equipment orders, ensures the activation of the equipment, and reconciles the invoices in a timely manner.
- Coordinates the installation, maintenance, and repair of telecommunications equipment for District projects with the project manager.
- Updates order information in SAP, the incident management system, and the telecommunications billing database.
- Maintains cellular equipment information such as serial numbers in the telecommunications billing database.
- Organizes and maintains files and records of completed service requests.
- Provides end-users with instruction on the use of telephones, cell phones, voicemail, and other related equipment.
- Provides training to employees on job related duties.
- Performs related duties as assigned.

DISTINGUISHING CHARACTERISTICS AMONG RELATED CLASSES

A Telecommunications Service Representative provides first-level technical support and coordinates the installation, maintenance, and repair of telecommunications equipment, including, telephones, cellular equipment, wiring, switches, jacks, and other related hardware for school and office personnel; and coordinates the order of digital data and voice services.

The Telecommunications Billing Supervisor provides direction and oversees all activities of assigned staff related to cost effective and timely telecommunications billing practices.

SUPERVISION

General supervision is received from the Telecommunications Billing Supervisor. No supervision is exercised.

CLASS QUALIFICATIONS

Knowledge of:

- Telecommunications equipment and services including lines, circuits, and hardware for both voice and data
- Microsoft Office Word, Excel, and Outlook
- Incident management system
- Supplies, equipment, and services ordering and inventory control
- Organizational structure, workflow, and operating procedures
- Customer service standards and procedures
- Office practices and procedures
- Proper telephone etiquette

Ability to:

- Assess telecommunications technology and capacity requirements
- Make recommendations regarding telecommunications technology equipment and procedures
- Organize files and maintain accurate records
- Communicate effectively orally and in writing
- Work effectively with District personnel, vendors, and the public
- Exercise good judgement in scheduling work, establishing priorities, and responding to inquiries

ENTRANCE QUALIFICATIONS

Education:

Graduation from high school or evidence of equivalent educational proficiency.

Experience:

Two years of experience performing service representative duties with responsibility for ordering telecommunications services and facilitating the installation, repair, and maintenance of telecommunications equipment and digital circuit services for a telecommunications company, government agency, or large private business.

Special:

- A valid California Driver License.
- Use of an automobile.

This class description is not a complete statement of essential functions, responsibilities, or requirements. Entrance requirements are representative of the minimum level of knowledge, skill, and/or abilities. To the extent permitted by law, management retains the discretion to add or change typical duties of a position at any time as long as such addition or change is reasonably related to existing duties.

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SJ/PJO