



**POSITION DESCRIPTION**

<b>JOB TITLE: Telecommunications Specialist</b> Job Class: 3639	
<b>DATE</b>	Office of Operations  Technology
<b>Pay Range:</b>	<b>FLSA STATUS:</b> <input checked="" type="checkbox"/> Exempt <input type="checkbox"/> Non exempt
	<b>Management Approval:</b>
<b>POSITION SUMMARY and PURPOSE:</b> Facilitates the provision of functional, appropriate and cost-effective telephone service and equipment for the Milwaukee Public Schools (MPS) District. Responsibilities include monitoring, programming, troubleshooting, repair and maintenance of Milwaukee Public Schools' telephone systems.	

**ESSENTIAL FUNCTIONS:** Indicate the approximate percentage of time devoted to each major task or group of related tasks. Summarize position in no more than 15 tasks, each of which requires at least 5% of incumbent's time.

**NOTE:** An essential function must meet the following criteria:

- 1) The reason the position exists is to perform that function,
- 2) No other employee is available to perform that function,
- 3) The function is highly specialized, and
- 4) Removing the function would fundamentally alter the job.

1. Receives and reviews all Telephone Service Requests (TSR) to provide technical support and assistance both remotely and on-site to schools, Offices and departments for district telephones and telephone systems. TSR's are delivered via the MPS Technology Support Center (TSC).
2. Assists schools and departments in needs analysis, equipment, installation specification, and cost estimating for telephone and PBX applications.
3. Issues orders to contractors for telecommunication work. Inspects work performed by contractors to ensure adherence to MPS standards.
4. Updates, changes and repairs PBX software as required.
5. Maintains an inventory of MPS owned telecommunications equipment.
6. Ensures equipment is shipped to the appropriate school or location.
7. Performs other duties as assigned.
8. Actively supports the MPS Strategic Plan.

<b>SUPERVISION RECEIVED:</b> (Indicate the extent to which work assignments and methods are outlined, reviewed, and approved by others.)
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**SUPERVISION EXERCISED:** (List the number and titles of personnel directly supervised. Specify the kind and extent of supervision exercised by indicating one or more of the following: (a) assign duties; (b) outline methods; (c) direct work in process; (d) review completed work; (e) sign or approve work; (f) make hiring recommendations; (g) prepare performance appraisal; (h) take or recommend disciplinary action.

N/A

**JOB REQUIREMENTS:** To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the knowledge, skill, and ability required. Reasonable accommodations may be made to enable qualified individuals with disabilities to perform the essential functions.

**Education Requirements** (Include certificates, licenses, and/or registrations required.)

An associate's degree or post-high school training is required.

**Experience Requirements**

Three or more years telecommunications on the job or vendor specific related training with hands-on, field experience inspecting, installing, repairing or maintaining Mitel telecommunications equipment. Experience with Mitel PBX telephone systems highly desirable.

**Knowledge, Skills, and Abilities**

Position requires effective oral and written communication and presentation skills. Must be able to work with a diverse population. Requires problem solving skills to be able to resolve an array of technical problems. Requires the ability to function on a team to complete assignments on time that vary with the size and complexity of the assignment goals. Strong customer service skills required. Strong personal computer PC skills required.

**WORKING ENVIRONMENT:** The work environment characteristics described here are representative of those an employee encounters while performing the essential functions of this job.

General office environment, travel within Milwaukee required.

*Reasonable accommodations requested by qualified individuals with disabilities will be made in accordance with the Americans with Disabilities Act (ADA) of 1990.*

**PHYSICAL DEMANDS:** The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job with or without reasonable accommodation.

General office environment, must be able to handle light lifting and occasional standing, bending.

**THIS DESCRIPTION DOCUMENTS THE GENERAL NATURE AND LEVEL OF RESPONSIBILITY ASSOCIATED WITH THIS POSITION. IT IS NOT INTENDED TO BE A COMPREHENSIVE LIST OF ALL ACTIVITIES, DUTIES AND RESPONSIBILITIES REQUIRED OF INCUMBENTS. IT IS NOT INTENDED TO LIMIT OR MODIFY THE RIGHT OF ANY SUPERVISOR TO ASSIGN, DIRECT, AND MONITOR THE WORK OF EMPLOYEES UNDER SUPERVISION.**