

## **GUILFORD COUNTY SCHOOLS JOB DESCRIPTION**

### **JOB TITLE: COMMUNICATIONS EQUIPMENT REPAIR TECHNICIAN TECHNOLOGY SERVICES DEPARTMENT**

#### **GENERAL STATEMENT OF JOB**

Under general supervision, performs specialized technical work in the repair and maintenance of various components of the district's network-based communications systems such as security cameras and phones. Employee also maintains currently-installed stand-alone intercom, telephone, fire alarm and security systems. Work involves using specialized testing devices, laptop interfaces and maintenance documentation to determine malfunctions, repair equipment, assemble devices and install electronic components. Work requires lifting and moving communications hardware. Employee may perform work in designated repair area under supervision or independently at various school sites. Employee reports to the appropriate supervisor.

#### **SPECIFIC DUTIES AND RESPONSIBILITIES**

Operates a work-order tracking system (Help-Desk) to receive and clear daily work requests.

Reviews repair requests, determines extent of needed service and exercises considerable judgment in continuing with the service or forwarding extensive requests to supervisor.

Uses specialized testing devices, schematic diagrams, factory maintenance documentation or system-defined tests to locate malfunctions in electronic devices.

Determines cause of error and applies corrective action to correct problems and repair communication equipment.

Prepares a list of estimated requirements of materials, tools and equipment, including quantities and type needed.

Assembles communication-related equipment according to schematic diagrams and written instructions.

Moves, adds and replaces electronic components of various voice/phone applications, network-based security systems and access control systems as outlined by supervisor.

Maintains all site-based stand-alone intercom, public address, telephone, fire alarm and security systems.

May perform administrative tasks such as creating user ids using appropriate software language for various communication and security systems.

## **COMMUNICATIONS EQUIPMENT REPAIR TECHNICIAN**

Modifies and upgrades units as outlined by supervisor such as installing additional memory and adding drives.

Monitors performance of equipment and makes necessary adjustments to assure quality performance.

Maintains responsibility for all materials, tools and equipment.

Assists with the requisition and inventory of repair parts and materials.

Lifts, carries and moves communication equipment as required.

Maintains accurate records as required.

### **ADDITIONAL JOB FUNCTIONS**

May be required to provide 24 hour on-call service/support.

Performs other related work as required.

### **MINIMUM TRAINING AND EXPERIENCE**

Associate's degree in electronics or a related field or 1 to 2 years of experience in communication systems maintenance and repair; or any equivalent combination of training and experience which provides the required knowledge, skills, and abilities. Experience or coursework in telecommunication equipment and/or security systems preferred.

### **SPECIAL REQUIREMENTS**

Possession of a valid driver's license issued by the State of North Carolina. An employee assigned to this position is designated as Category "A." Category "A" employees are governed by Guilford County Schools Policy GA and Administrative Procedure GA-P, "Drug and Alcohol Free workplace," which spells out specific drug testing requirements, procedures and consequences of positive alcohol or drug tests or arrest for alleged violation of any alcohol or drug-related offense.

### **MINIMUM QUALIFICATIONS OR STANDARDS REQUIRED TO PERFORM ESSENTIAL JOB FUNCTIONS**

**Physical Requirements:** Must be physically able to operate a variety of equipment and tools including computer hardware and software, wires, cables, etc. Must be able to exert up to 100 pounds of force occasionally, and up to 75 pounds of force frequently, and/or a negligible amount of force constantly to move objects. Requires the ability to climb and maneuver on ladders, lifts, scaffolding, and/or in tight places. Physical demand requirements are for medium to heavy work.

## COMMUNICATIONS EQUIPMENT REPAIR TECHNICIAN

**Data Conception:** Requires the ability to compare and/or judge the readily observable, functional, structural or composite characteristics (whether similar or divergent from obvious standards) of data, people or things.

**Interpersonal Communication:** Requires the ability to speak and/or signal people to convey or exchange information. Includes receiving instructions, assignments or directions from superiors.

**Language Ability:** Requires the ability to read a variety of correspondence, technical manuals, trade journals, etc. Requires the ability to prepare reports, forms, system documentation, etc. using prescribed formats and conforming to all rules of punctuation, grammar, diction, and style. Requires the ability to speak to people with poise, voice control and confidence.

**Intelligence:** Requires the ability to apply rational systems to solve practical problems and deal with a variety of concrete variables in situations where only limited standardization exists; to interpret a variety of instructions furnished in written, oral, diagrammatic, or schedule form.

**Verbal Aptitude:** Requires the ability to record and deliver information, to explain procedures, to give oral and written instructions. Must be able to communicate effectively and efficiently in a variety of technical or professional languages including computer terminology.

**Numerical Aptitude:** Requires the ability to utilize mathematical formulas; to add and subtract; multiply and divide; utilize decimals and percentages.

**Form/Spatial Aptitude:** Requires the ability to inspect items for proper length, width and shape.

**Motor Coordination:** Requires the ability to coordinate hands and eyes rapidly and accurately in using computer equipment.

**Manual Dexterity:** Requires the ability to handle a variety of items such as computer equipment. Must have minimal levels of eye/hand/foot coordination.

**Color Discrimination:** Requires the ability to differentiate between colors and shades of color.

**Interpersonal Temperament:** Requires the ability to deal with people beyond giving and receiving instructions. Must be adaptable to performing under stress and when confronted with persons acting under stress.

**Physical Communication:** Requires the ability to talk and hear: (Talking: expressing or exchanging ideas by means of spoken words. Hearing: perceiving nature of sounds by ear.) Must be able to communicate via telephone.

### **KNOWLEDGE, SKILLS AND ABILITIES**

Working knowledge of design, assembly, and operation of wide range of telephone systems,

## **COMMUNICATIONS EQUIPMENT REPAIR TECHNICIAN**

security systems and associated electronic devices.

Working knowledge of electronic principles.

Working knowledge of diagnostic tools and utilities.

Working knowledge of the use and operation of standard electronic testing equipment.

Working knowledge of software applications used for administrative tasks.

Working knowledge of cabling infrastructure and electronic components required for networking.

Some knowledge of the current literature, trends and developments in the field of communications.

Ability to read and interpret schematic diagrams and maintenance documentation.

Ability to systematically determine the source of problems in electronic devices and take appropriate action.

Ability to perform initial installations or upgrades of computer hardware.

Ability to maintain complete and accurate records.

Ability to establish and maintain effective working relationships as necessitated by work assignments.

### **DISCLAIMER**

The preceding job description has been designed to indicate the general nature and level of work performed by employees within this classification. It is not designed to contain or be interpreted as a comprehensive inventory of all duties, responsibilities, and qualifications required of employees to this job.