

KING COUNTY LIBRARY SYSTEM
Job Description

Title: **Telecommunications Service Specialist**

Dept: **Information Technology Services**

Job Code Number: **20518**

Reports to: **ITS Operations Manager**

Grade Number: **14, Represented**

Effective Date: **January 2011**

FLSA Status: **Non-Exempt**

General Position Summary:

Performs a variety of tasks and activities related to telecommunication system administration. Maintains the functionality of the telecommunication systems, voice and data lines for KCLS. Provides excellent telephone systems customer service for KCLS libraries. Monitors and reviews telephone, network and data services billings for accuracy.

Essential Duties/Major Responsibilities:

Any of the following duties may be performed. These examples are not necessarily performed by all incumbents, however, and do not include all specific tasks an incumbent may be expected to perform.

1. Reviews telephone, network and data line service billings for all of KCLS. Assures that invoices are accurate and paid on time. Identifies and resolves issues.
2. Provides required information for eRate compliance for refund.
3. Monitors performance, maintains existing phone systems and identifies the need for repair by vendors. Coordinates maintenance and repairs with all involved parties. Makes routine configuration changes.
4. Coordinates network and telephone system infrastructure upgrades, changes, requirements and installations with other departments, staff and vendors. Coordinates system moves, changes and installations at all locations. Ensures compliance with KCLS policies and standards within the budgetary constraints.
5. Maintains complete and accurate technical documentation.
6. Serves as primary contact for telephone systems, voice and data lines support and as liaison to staff and vendors. Evaluates needs for service and makes recommendations. Assists users.
7. Researches and assists in developing strategies for implementation of new telecommunications technologies and providers that can improve KCLS service efficiency and economy.
8. Prepares Requests for Proposal (RFPs), Requests for Quotes (RFQs) and purchase requests for various services as needed.
9. Prepares or assists in preparing written instructions, etiquette, and standards for the operation of departmental systems and outlets.
10. Creates and interprets systems reports to user departments.

Secondary Duties:

1. Participates in activities such as committee work, training, staff meetings, etc.
2. Performs Computer Operator duties during breaks, lunches, vacations, and at other times as needed.
3. Performs other related duties as required or as assigned.

Communication:

The position has frequent contact with the KCLS staff members and outside vendors. Contacts may be either by phone or face to face, of a routine and non-routine nature, and require some discussion or explanation. Communication and interpersonal skills are fairly important and require some refinement for the successful completion of job responsibilities.

Initiative:

The position generally operates from established and well-known procedures. The position involves a moderate degree of complexity due to the proprietary nature of the telephone communication software and the number of vendors involved. The position operates with a moderate degree of supervision. The position encounters recurring work situations with occasional variations from the norm. The position has some decision-making authority, and makes recommendations for products and services.

Accountability:

The position encounters frequent interruption requiring maximum flexibility. Refined planning and goal-setting skills are involved and the incumbent plans as part of a group activity. The position foresees issues associated with own work and assists in identifying future needs for infrastructure design, which have a system-wide impact on KCLS operations and expenses. Decisions typically made by this position have an impact within KCLS and affect external customers, but are typically subject to review. Management only occasionally checks work.

Leadership:

This position is expected to act in accordance with stated values of customer satisfaction, and to clearly act in accordance with values and vision through internal and external interactions

DESIRED MINIMUM QUALIFICATIONS

Education and Experience:

- The position requires an Associate's degree or equivalent experience specializing in computers or telephone systems.
- Two to four years experience as a technology customer service provider.
- Telephone system experience is preferred.

- Experience working with technology vendors is preferred.
- Experience providing technical support via phone is preferred.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

Necessary Knowledge, Ability, and Skills:

- Extensive knowledge of technology customer service methods and processes.
- Working knowledge of computer systems.
- Working knowledge of telephone systems.
- Working knowledge of network infrastructure.
- Some knowledge of library operations functions and services is preferred.

Ability to:

- Read, analyze, and interpret technical manuals, procedures and instructions.
- Clearly, succinctly, and effectively communicate ideas and thoughts both verbally and in writing.
- Coordinate communication systems projects, maintenance and upgrades, adapting to changing needs.
- Work independently with moderate supervision.
- Use diplomacy and tact to establish and maintain positive and customer-service oriented relationships with KCLS employees and vendors.
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Skill in:

- Listening to, understanding and interpreting information received from system's users.
- Work collaboratively in a team environment to find solutions to problems.
- Troubleshooting telephone and data line system problems.

SPECIAL REQUIREMENTS

Valid Washington driver's license.

PHYSICAL DEMANDS

The position requires constant listening and use of visual senses. The position requires frequent talking and use of keyboard. The position is occasionally required to lift and carry up to 50 pounds. Manual dexterity and equipment operation is continual.

WORK ENVIRONMENT

Work is performed in a normal office environment. Work involves constant sitting, extensive close work (eyestrain), use of PC monitor, risk of electrical shock, and maneuvering in tight spaces.

Advancement Possibilities:

Depending on education and experience

The duties listed above are intended only as illustrations of the various types of work that may be performed. The omission of specific statements of duties does not exclude them from the position if the work is similar, related or a logical assignment to the position.

The job description does not constitute an employment agreement between KCLS and the employee, and is subject to change as the needs of KCLS and the requirements of the job change.

Approval: _____
Director of HR

Final: 7/25/01
Revised: 6/17/03
Revised: 7/1/07
Revised: 11/11/10