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| --- | --- | --- | --- | --- | --- |
| Employee Name: | |  | | Fresno State ID # |  |
| Classification: | | ITC - Career | | Working Title: | Unified Communications – Support Technician |
| Prepared By (MPP/Chair): | | Michael Garvey | | Department: | Technology Services |
| Bargaining Unit: | R09 | FLSA Status: | Exempt | Date Prepared: | 4/2024 |

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| **POSITION DESCRIPTION** |

**Overview:**

Under the general direction of an appropriate administrator or the guidance of another recommended Information Technology (IT) professional, the Unified Communications Support Technician is primarily responsible for maintaining, installing, and configuring both Zoom Phone (all features) and the analog phone systems. Work includes configuring/programing, designing, monitoring, and maintaining the communications platform. The incumbent at this level works independently and possesses the experience to be fully proficient in performing most or all the work assignments defined for their position. Typically, incumbents have acquired the requisite skills and knowledge through a combination of education, training, and progressive work experience to be able to demonstrate competence in independently applying technical judgment to standard and nonstandard applications and systems, solving a wide range of problems, and developing practicable and thorough solutions, and using effective communication and listening skills.

**Major duties of the job include:**

* Complete work orders in a timely manner.
* Maintaining the campus phone system (Analog and VoIP).
* Collaborating with campus constituents and technology teams to identify issues and enhancements and suggest solutions that then utilizes the campus unified communications platform to solve real challenges and problems.
* Collaborate with key stakeholders on the design and implementation of campus telephony solutions.
* Oversee the support of voice technologies that enable Fresno State to provide flexible and reliable communications that empower faculty, staff, and students to engage and collaborate with each other from any location.
* In collaboration with the UC Team, create and maintain sustainable solutions to solve real problems, challenges and needs in administrative and academic areas at Fresno State.
* Meet with campus stakeholders to listen to, understand, and document needs.
* Focus on growing and supporting campus solutions for Unified Communications.
* Collaborate with faculty and staff, as well as other higher education institutions, to tackle the highest priority technology challenges.
* Represent the University at regional, state, and national meetings and conferences to showcase the Unified Communication advances at Fresno State.
* Other duties, as assigned.

**Secondary duties of the job include:**

* Respond to and complete service requests generated by the campus community while maintaining appropriate service levels in accordance with departmental practices.
* Ensure that all completed work is documented accurately and in the proper manner.
* Effectively manage personal work queues to maintain acceptable levels of productivity as outlined by department manager or supervisor.
* Collect, monitor/analyze & report on systems statistics.

Supervisory Responsibility:

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| Who supervises this position: | Director |
| Who is responsible for completing the performance appraisal: | Director |
| What other classifications does this position provide lead work oversight: | None |

**Minimum Requirements: Knowledge, Skills, and Abilities:**

**Knowledge of:**

* Unified communications, network, server, and telecommunications to aid in the design, configuration and implementation of unified communications systems and applications.
* Practices, methods, and equipment used in installing, maintaining, and testing various types of electronic equipment.
* Communications and electronic theory and its application to an enterprise communications system.
* Safety regulations and pertinent rules, regulations, and requirements.

**Skill/Ability to:**

* Excellent analytical, verbal, and written communication skills.
* Excellent ability to work and communicate with technical and non-technical audiences.
* Ability to apply consultative skills to assess user needs and communicate technology systems and solutions.
* Maintain vendor relationships to ensure responsiveness and quality.
* Resolve impaired service conflicts.
* Appropriately maintain confidentiality of data files, data elements, and personal information.
* Ability to integrate multiple applications and/or systems.
* Read and understand plans, blueprints, and schematics of electronics equipment.
* Makes design modifications and repairs to systems and equipment.
* Analyze electronic problems and recommend an effective course of action.
* Effectively organize and manage multiple tasks in a fast-paced team-oriented environment.
* Interpersonal and communication skills, including ability to work effectively with people of diverse backgrounds and ability to collaborate across organizational lines.
* Create and maintain program records and provide data for review in developing and implementing strategies to meet programmatic goals and enhance processes.
* Apply independent judgment to make decisions, interpret, and apply a wide range of policies and procedures.
* Research, analyze and provide recommendations for a wide range of administrative problems related to day-to-day work unit and program operations.
* Work in a collaborative, team environment with various technical and non-technical people in the organization.

**Education and Experience:**

* Equivalent to a bachelor's degree in computer science, information systems, business, or related discipline.
* Three years of related professional level experience.
* Based on specialized assignments, this position may also require a background in computer operating systems, network functions, and/or telecommunication switching systems.
* Experience with unified communication processes and solutions.
* Experience providing support and operations with on-premise and cloud-based service platforms.

**Specialized Skills:**

* Working knowledge of analog phone systems (including physical plant / wiring).
* Ability to troubleshoot cabling issues.

**Preferred Skills:**

* Experience in higher education, preferably in areas with technology in teaching, learning, and/or administrative systems.
* Experience creating technical solutions using technology frameworks and various hardware and software systems.
* Proven success maintaining effective working relationships with various levels of campus stakeholders.
* Excellent emotional intelligence and self-awareness.
* Proficient with software-based Unified Communication (Zoom, Microsoft Teams, etc.) and how they integrate with leading hardware vendors such as Audio Codes and/or Grand Stream, Ramtel, etc.
* Working knowledge of Zoom (Meetings, Webinars, Phone, etc.).
* Ability to train/teach users various functions of Zoom (how to: use the phone, install client, etc.).

**SPECIAL CONDITIONS OF EMPLOYMENT AND POSITION DESIGNATIONS:**

This position will have a duty to report to the Campus Title IX Officer information pertaining to victims of sex discrimination, sexual harassment, sexual misconduct, dating/domestic violence, and stalking as required by [CSU](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html) [Executive Order 1095.](http://www.calstate.edu/eo/EO-1095-rev-6-23-15.html)

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| Employee Name: |  | Position: | Unified Communications – Support Technician |
| Department: | Technology Services | Date Prepared: | 4/2024 |

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| **WORKING ENVIRONMENT** |

Check the appropriate box which most accurately describes the extent of the specific activity performed by the employee on a daily basis. If the activity is performed less than one (1) hour each day, check the N/A box.

**PHYSICAL EFFORT**

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| --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- | --- |
|  | Number of hours/day | | | | |  |  | | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  |  | | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Sitting |  |  |  |  |  |  | 12. Lifting or carrying | |  |  |  |  |  |
| 2. Standing |  |  |  |  |  |  | | A. 10 lbs. or less |  |  |  |  |  |
| 3. Walking |  |  |  |  |  |  | | B. 11 to 25 lbs. |  |  |  |  |  |
| 4. Bending Over |  |  |  |  |  |  | | C. 26 to 50 lbs. |  |  |  |  |  |
| 5. Crawling |  |  |  |  |  |  | | D. 51 to 75 lbs. |  |  |  |  |  |
| 6. Climbing |  |  |  |  |  |  | | E. 76 to 100 lbs. |  |  |  |  |  |
| 7. Reaching overhead |  |  |  |  |  |  | | F. Over 100 lbs. |  |  |  |  |  |
| 8. Crouching |  |  |  |  |  |  | 13. Repetitive use of hands/arms | |  |  |  |  |  |
| 9. Kneeling |  |  |  |  |  |  | 14. Repetitive use of legs | |  |  |  |  |  |
| 10. Balancing |  |  |  |  |  |  | 15. Eye/hand coordination | |  |  |  |  |  |
| 11. Pushing or pulling |  |  |  |  |  |

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|  | Yes | No |
| 16. Driving cars, trucks, forklifts and other equipment |  |  |
| 17. Being around scientific equipment and machinery |  |  |
| 18. Walking on uneven ground |  |  |

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| **MENTAL EFFORT** | | | | | | |  | **ENVIRONMENTAL FACTORS** | | | | | |
|  | Number of hours/day | | | | |  | |  | Number of hours/day | | | | |
|  | N/A | 1-2 | 3-4 | 5-6 | 7+ |  | |  | N/A | 1-2 | 3-4 | 5-6 | 7+ |
| 1. Directing Others |  |  |  |  |  |  | | 1. Inside |  |  |  |  |  |
| 2. Writing |  |  |  |  |  |  | | 2. Outside |  |  |  |  |  |
| 3. Using math/calculations |  |  |  |  |  |  | | 3. Humid |  |  |  |  |  |
| 4. Talking |  |  |  |  |  |  | | 4. Hazards |  |  |  |  |  |
| 5. Working at various tempos |  |  |  |  |  |  | | 5. High places |  |  |  |  |  |
| 6. Concentrating amid distractions |  |  |  |  |  |  | | 6. Hot |  |  |  |  |  |
| 7. Remembering names |  |  |  |  |  |  | | 7. Cold |  |  |  |  |  |
| 8. Remembering details |  |  |  |  |  |  | | 8. Dry |  |  |  |  |  |
| 9. Making decisions |  |  |  |  |  |  | | 9. Wet |  |  |  |  |  |
| 10. Working rapidly |  |  |  |  |  |  | | 10. Change of temp |  |  |  |  |  |
| 11. Examining/observing details |  |  |  |  |  |  | | 11. Dirty |  |  |  |  |  |
| 12. Discriminating colors |  |  |  |  |  |  | | 12. Dusty |  |  |  |  |  |
|  |  |  |  |  |  |  | | 13. Odors |  |  |  |  |  |
|  |  |  |  |  |  |  | | 14. Noisy |  |  |  |  |  |
|  |  |  |  |  |  |  | | 15. Working With others |  |  |  |  |  |
|  |  |  |  |  |  |  | | 16. Working around others |  |  |  |  |  |
|  |  |  |  |  |  |  | | 17. Working alone |  |  |  |  |  |