

TELEPHONE SERVICES SPECIALIST

DISTINGUISHING FEATURES OF THE CLASS: The incumbent in this position is responsible for providing administrative and technical support for telephone services, and ensuring an effective and efficient telephone system at BOCES and its component school districts. The incumbent acts as a liaison between the school districts, telephone system vendors, and telephone companies, in such matters as repair, maintenance, billing and installation of telephone equipment. The work is performed under the general supervision of the Manager of Technical Support Services. Supervision is not a responsibility of this position. Does related work as required.

TYPICAL WORK ACTIVITIES:

Assists in troubleshooting and solving phone system problems;
Provides technical assistance to telephone system users;
Schedules and coordinates the work of service vendors for
 all maintenance, repairs and changes to telephone system;
Prepares and maintains records and reports including service,
 repair and maintenance records;
Reviews and processes monthly telephone bills,
 correcting any erroneous charges with vendors;
Places orders with vendors for system changes, new add, and
 disconnects for all district telephone services;
Recommends changes or improvements to the districts phone
 system which will result in better efficiency or budget
 savings.
May train school district personnel in the effective and
 efficient operation of the telephone systems;

FULL PERFORMANCE KNOWLEDGE, SKILLS, ABILITIES AND PERSONAL CHARACTERISTICS:

Good knowledge of telephone systems and equipment as they relate
 to school district services, utilization and cost
 efficiency;
Good knowledge of the principles and practices of computerized
 records management;
Good knowledge of technical issues associated with phone
 systems and ability to provide customer support;
Ability to analyze and organize data and prepare reports;

Ability to prepare, organize, and maintain accurate account records;
Ability to establish and maintain effective working relationships with others;
Ability to work effectively with others in solving problems;
Ability to deal effectively with equipment vendors as well as those providing service;
Ability to communicate effectively, both orally and in writing.

MINIMUM QUALIFICATIONS:

- A) Completion of 30 credit hours from a regionally accredited college or university, 12 of which must have been in business, and one year of experience in telephone customer service that included account billing services and/or accounts management; OR
- B) Graduation from high school or possession of an equivalency diploma and two years of experience in telephone customer service that included account billing services and/or accounts management.

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COMPETITIVE