

## **Telecommunications Technician**

*A complete application includes all application materials, and three supervisory references.  
Applicants must submit all required materials by the announcement closing date.*

To learn more about HCPSS, please visit our website at <https://www.hcpss.org/>.

### **Description:**

Under the direction of the Assistant Manager of Telecommunications, the Telecommunications Technician performs skilled work supporting the voice and data network systems for the Howard County Public School System (HCPSS). Work involves responsibility for completing a variety of skilled tasks in accordance with standard practices in the telecommunications industry. The primary focus of this position is the additions, modifications and repair of voice and data network equipment and associated wiring. Performance is evaluated on an on-going basis

### **Essential Job Functions:**

- Visit HCPSS locations to perform moves/additions/changes on existing telephone systems, including but not limited to VOIP (Voice Over IP) service, voice mail, alarms, and single line business service
- Perform all aspects of MDF, IDF and cabling infrastructure implementation with the ability to do crossconnects
- Maintain records by documenting system specifications, configuration, and site profiles
- Interact with telecom vendors (LECs, LD carriers, etc.) to resolve issues and maintain optimal system performance
- Demonstrate a working knowledge of ADA, CIPA, FERPA (Family Educational Rights and Privacy Act), and HIPAA regulations
- Liaise with, and provide training and support to end users and staff on equipment operation, installation, and repair issues
- Maintain safe work environment by following safe practices
- Update job knowledge by participating in educational opportunities

The above list is a summary of the functions of the job, not an exhaustive or comprehensive list of all possible job responsibilities, tasks, and duties.

### **Required Knowledge, Skills and Abilities:**

- Extensive knowledge of layer one copper and fiber and coax cable installation, maintenance testing and repair.
- Working knowledge of cable termination on all telecom terminals and fiber terminations.
- Extensive knowledge of telecommunication transmissions from the service provider to the end user

- Working knowledge of Voice over Internet Protocol transmission and all associated network equipment.
- Working knowledge of PBX and Key system technology and transmission
- Knowledge of associated equipment used to test and repair cable and electronic communication equipment and systems
- Knowledge of current wiring standards and practices
- Knowledge of Telecommunication color codes for all types of low voltage cable
- Ability to terminate cable on all termination blocks
- Ability to use laptop PC for troubleshooting systems, backup of system software, maintaining customer record files and critical administrative needs
- Ability to establish and maintain strong human relation skills, excellent customer skills and good working relationships with fellow workers, school personnel and administrators
- Ability to prioritize and strong organizational skills
- Ability to interact positively with customers
- Ability to communicate clearly and concisely in both written and oral form
- Ability to work independently to solve technical problems under critical deadlines
- Ability to be flexible and adaptable in a variety of situations
- Ability to remain calm under trying circumstances
- Perform other duties as assigned.

**Minimum Qualifications:**

**Applicants must meet all of the qualifications, listed herein, to be considered for the vacancy. Use the application, cover letter, and resume to specifically address each qualification.**

**Experience and Education:**

High School diploma or equivalent and two years' experience in troubleshooting, maintaining and repairing low voltage voice and data connectivity.

**Required Licenses and Certificates**

Valid driver's license and good driving record.

**Physical Requirements:**

- Ability to perform work requiring climbing, walking, sitting, squatting and/or physical exertion
- Ability to lift heavy loads of 50 pounds or more

### **Preferred Qualifications**

Working knowledge of networking equipment, such as routers, hubs, and switches.  
Working knowledge of network architectures, protocols and procedures including Ethernet, frame relay, TCP/IP and of common application programs such as Microsoft Office.

### **Salary:**

This is a 12-month position, Salary Grade IX on the Main/Warehouse Salary Scale in the AFSCME Master Agreement (<https://www.hcpss.org/f/employment/afscme-agreement.pdf>) (Actual salary placement will be in accordance with the salary procedures of the Howard County Public School System). **Under the Fair Labor Standards Act, this position is not exempt from overtime.**

### **Application:**

A complete online application and all application materials, including **three** reference surveys, must be submitted to be considered. **Internal candidates must have a minimum of one reference from a current supervisor from within HCPSS.**

Please be sure to include the following in your application materials:

- A complete listing of employment locations
- All related experience
- Dates of employment
- Names of direct supervisors

For questions regarding this vacancy, please contact:

Natasha Mahasa  
Recruitment Specialist  
Office of Human Resources  
[Natasha\\_Mahasa@hcpss.org](mailto:Natasha_Mahasa@hcpss.org)

### **Additional Information:**

There will be a pre-screening of all applicant credentials. Interviews will be limited to those applicants who, in addition to meeting the basic requirements, have experiences and education that most closely match the position qualifications and the needs of the school system.

### **Pre-employment Physical:**

The person selected for this position must meet all requirements of the physical examination administered by a medical service selected by the Howard County Department of Education.

**Employee Safety:**

The employee is responsible for using safety devices and protective equipment to minimize the frequency and severity of work-related accidents. The employee is also responsible for using safe practices and methods in the operation of equipment and supplies related to his/her job.

***Equal Opportunity Employer***

*HCPSS is an Equal Opportunity Employer and Prohibits Discrimination, Harassment and Retaliation of Any Kind: HCPSS celebrates diversity and is committed to creating an inclusive environment for all employees and applicants. All employment decisions at HCPSS are based on organizational needs, job requirements and individual qualifications, without regard to race, color, religion or belief, national, social or ethnic origin, sex (including pregnancy), age, physical, mental or sensory disability, sexual orientation, gender identity and/or expression, marital, civil union or domestic partnership status, veteran status or present military service, family medical history or genetic information, family or parental status, or any other characteristic protected by federal, state or local laws.*

*This policy applies to all terms and conditions of employment, including recruiting, hiring, placement, promotion, termination, layoff, recall, transfer, leaves of absence, compensation and training and career development.*