

CALIFORNIA COMMUNICATIONS ACCESS FOUNDATION

JOB DESCRIPTION

JOB TITLE: Telecommunications Equipment Specialist
DEPARTMENT: Customer Contact Operations
REPORTS TO: Customer Contact Operations Department Manager
FLSA STATUS: Exempt
PREPARED BY: David Kehn, Jackie Taylor
PREPARED DATE: January 2019

SUMMARY

The Telecommunications Equipment Specialist (TES) is the internal subject matter expert on specialized telecommunications equipment and telecommunications networks for the Deaf and Disabled Telecommunications Program (DDTP). The TES is responsible for leading equipment related research, overseeing the management of testing equipment, coordinating testing efforts and submitting recommendations to various Program stakeholders including DDTP management and staff, the California Public Utilities Commission (CPUC), public advisory committee members, Program vendors and partners, and consumers. The TES collaborates with DDTP staff, CPUC representatives and other Program vendors.

ESSENTIAL DUTIES AND RESPONSIBILITIES

Equipment Evaluation and Testing

- Conduct research through various resources to identify specialized telecommunications equipment that meet the needs of DDTP consumers.
- Lead the research of new equipment and technologies per the Equipment Program Advisory Committee (EPAC) priorities.
- Lead a panel of internal staff to discuss new and emerging technologies to develop equipment evaluation recommendations.
- Create testing recommendation reports for submission to CCO Department Manager and Director of Operations.
- Function as the subject matter expert on devices to be tested and lead device training sessions with Field Operations trainers.
- Maintain calendar of all staff and consumer testing dates.
- Systematize equipment evaluation process conducted by field staff, including development of testing protocols and surveys to ensure validity and reliability of tests.
- Maintain ongoing master document of all equipment tested with results and status.

Equipment Rollouts and Pilot Program Management

- Create operational policies, procedures and methods and collaborate with Field Operations and Equipment Processing Center (EPC) staff to support addition of new Program equipment including Rollout Plans, Change Management Requests (CMR's), and Knowledge Base content.
- Manage all equipment pilot programs which includes creating operational manuals, agreements, and participant surveys.
- Conduct surveys with pilot participants to measure customer satisfaction and performance of pilot equipment.



- Prepare pilot Result and Recommendation report to management at the conclusion of pilots.

Communication and Support

- Collaborate with all levels of Field Operations staff to identify, track, and address customer equipment needs.
- Work with Marketing Department to identify appropriate equipment messaging and to ensure product sheets and the equipment section of Program websites are accurate.
- Attend monthly EPAC meetings and provide oral presentations to members about specialized equipment to assist in the committee's discussions.
- Participate as an active member of Telecommunications Equipment Distribution Program Association (TEDPA) including attending annual conference.
- Work closely with Product Trainer to arrange vendor's equipment training for Contact Center and field staff to ensure training is timely, thorough, and consistent.
- Keep staff up to date on status of Program equipment testing through Intranet or other forms of communication.
- Keep abreast of and notify management and staff of changes in the telecommunications industry that may impact the Program or equipment e.g. the decommissioning of the legacy copper wire network and transition to VoIP.

Reporting

- Gather, analyze, and prepare data and information for monthly and annual reports.
- Provide ad-hoc reports as requested to support CTAP operations.

OTHER DUTIES

- Support CCAF Mission, Vision, and Values.
- Adhere to the provisions of the Employee Handbook, Expectations of Employment and other CCAF policies and procedures.
- Demonstrate a high level of professionalism in dealing with confidential and sensitive information, such as information regarding customers, staff, and company.
- Perform other duties and responsibilities as directed by the Customer Contact Operations Department Manager, including special projects with multiple department involvement as well as cross-functional activities to ensure the CCO Department continuously operates at full capacity.

ORGANIZATIONAL RELATIONSHIPS

- Works and collaborates with other CCAF staff members and management as well as committee members and vendors.
- The person in this position does not have supervisory responsibility.

QUALIFICATIONS

To perform this job successfully, an individual must be able to perform each essential duty satisfactorily. The requirements listed below are representative of the education, experience, knowledge, skill, and ability required. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential duties.

REQUIRED QUALIFICATIONS

EDUCATION

- Bachelor's Degree in Technology, Engineering, Computing, Mathematics or related field; or equivalent combination of education and four years relevant experience.

WORK EXPERIENCE

- Four years Project Coordination experience with proven ability to lead and coordinate both short-term and ongoing group projects.
- Three years telecommunications experience: infrastructure, network, services, or devices.
- Experience with CRM systems; Microsoft Business Dynamics CRM and Salesforce preferred.
- Experience managing relationships with vendors.
- Experience presenting and providing information and training to groups and individuals.
- Exposure to survey creation/collection tools.

LICENSES OR CERTIFICATIONS

- A valid California Driver's license and a clean driving record are required.

KNOWLEDGE, SKILLS, AND ABILITIES

- Language Skills
 - Must be able to understand and read, write, speak fluently the English language.
 - Excellent written, verbal, and interpersonal communication skills.
 - Strong presentations skills to effectively present information to individuals and groups.
 - Ability to write concise and comprehensive reports and correspondences.
 - Ability to read, analyze, and interpret common professional and technical instructions and manuals.
- Demonstrated ability to work with and for customers of diverse backgrounds.
- Computer Skills
 - Proficient with Microsoft Office: Excel, Word, PowerPoint, and Outlook.
 - Familiar with Customer Relationship Management (CRM) software, i.e. Microsoft Business Dynamics CRM and Salesforce.
 - Experience with internet research methodologies and techniques.
- Ability to quickly learn new business applications and systems.
- Reasoning Ability
 - Ability to identify and analyze problems, weigh relevance and accuracy of information, generate and evaluate alternative solutions and make recommendations.
 - Ability to recognize opportunities for improvement and implement changes.
- Solid organizational and administrative skills with strong attention to detail.
- Ability to make independent decisions and take accountability for assigned duties and responsibilities.
- Ability to work well both independently and as part of a team.
- Ability to lead and coordinate both short-term and ongoing group projects.
- Ability to manage time including multiple project schedules and be able to adhere to deadlines.
- Ability to adjust to changes in priorities.
- Proficiency with converting numerical and written data into written reports.

- Mathematical Skills
 - Ability to perform basic mathematical computations including percentages, averages, and run rates.

DESIRED QUALIFICATIONS

WORK EXPERIENCE

- Worked with government agencies.
- Knowledge of telecommunications needs of people with disabilities.
- Experience working with specialized telecommunication devices.
- Experience developing equipment testing protocols is highly desirable.
- Familiar with creating or processing purchasing orders.
- Experience with inventory management.
- Project Management experience.

LANGUAGE SKILLS

- Ability to communicate in American Sign Language (ASL) or other languages.

SPECIAL REQUIREMENTS

- This position will be required to occasionally travel, primarily within the state of California with a minimum of one annual out of state trip.

PHYSICAL REQUIREMENTS/WORK ENVIRONMENT

The physical demands described here are representative of those that must be met by an employee to successfully perform the essential functions of this job. Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.

Work is performed primarily in an office environment with extensive computer usage. This role routinely uses standard office equipment such as computers, keyboard/mouse, phones, all-in-one copiers/printers, and filing cabinets. Travel requirements would include regular automobile travel and occasional airplane travel.

While performing the duties of this job, the employee is regularly required to:

- Stand, sit, and use hands to finger, grasp, feel (use of computer keyboard and mouse) for prolonged periods of time.
- Walk, climb, balance, stoop, sit, bend, squat, kneel, twist, crouch, and reach with hands and arms while in an office setting.
- Use of speech and hearing to communicate in person and by telephone.
- Frequent exercise of visual ability to read handwritten and printed materials, computer screen, and to discern color.
- Occasionally lift or move moderate weight (up to 35 lbs).

I hereby acknowledge that I have read and understand the content of this job description. I understand that the job description may be revised from time to time in the future by the Company at its discretion. I understand and agree that nothing in this job description should be construed as a contract of employment, and that employment with this Company is at-will.

Employee Signature

Date