

## **Telecommunications Equipment Specialist--Oakland**

California Communications Access Foundation (CCAF) is seeking a Telecommunications Equipment Specialist for our Oakland Office. 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.

*The Organization:* Founded in 2003, CCAF serves the residents of California who are Deaf and disabled. Its mission is to serve as an educator, convener, and resource that works collaboratively to ensure communications access for people with disabilities in California. With 90+ employees around the State, CCAF manages the Deaf & Disabled Telecommunications Program (DDTP) for the California Public Utilities Commission (CPUC), as well as the California Relay Service (CRS) and other related programs and services. At no-cost, DDTP provides specialized telephones and relay services to Californians with difficulty hearing, seeing, speaking, moving, and/or remembering through the California Telephone Access Program (CTAP) and the California Relay Service (CRS), respectively.

### **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.
- Function as the subject matter expert on devices to be tested and lead device training sessions.
- 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 staff to identify, track, 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.

## **QUALIFICATIONS**

### **Education/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.
- Previous work with government agencies.
- Experience with telecommunications needs of people with disabilities a plus.
- Experience developing equipment testing protocols is highly desirable.
- Familiar with creating or processing purchasing orders.
- Experience with inventory management.
- Project Management experience.

### **Knowledge, Skills, and Abilities**

- Must be able to understand, read, write, and speak fluently the English language. Knowledge of ASL is a plus.
- Excellent written, verbal, and interpersonal communication skills and presentation skills, with the ability to write concise and comprehensive reports and correspondences.
- Ability to read, analyze, and interpret common professional and technical instructions and manuals.
- Ability to identify and analyze problems, weigh relevance and accuracy of information, generate and evaluate alternative solutions and make recommendations.
- Demonstrated ability to work with and for customers of diverse backgrounds.
- Proficient with Microsoft Office; Excel, Word, Outlook, and PowerPoint.
- Strong work ethic, responsible, punctual, dependable, and able to work independently as well as with a team.

- Ability to make independent decisions and take accountability for assigned duties and responsibilities.
- Ability to manage multiple Program-related project schedules and adhere to deadlines.
- Ability to adjust to changes in priorities.
- Ability to quickly learn new business applications and systems.
- Proficiency with converting numerical and written data into written reports.
- Ability to perform basic mathematical computations including percentages, averages, and run rates.

### **Special Requirements**

- The position will be required to occasionally travel, primarily within the state of California with a minimum of one annual out-of-state trip.
- Lift and move moderate weight (up to 35 lbs.).

### **WHAT WE OFFER**

CCAF offers a comprehensive compensation and benefits package, including a competitive salary, a bonus plan, medical, dental, and vision coverage, 401(k) employer sponsored retirement plan, generous paid vacation, sick leave, and holidays.

### **TO BE CONSIDERED**

Applicants are strongly encouraged to review the complete job description at [www.ccaf.us/employment](http://www.ccaf.us/employment). To apply for this position, please follow the link to our job page on Indeed.com at <https://bit.ly/2QAUoKL> click the "Apply Now" button, respond to the questions, and paste your resume and cover letter (required) where indicated. Successful applicant must be able to pass a background check. Relocation expenses not reimbursed.

To learn more about the California Communications Access Foundation please visit us at <http://www.ccaf.us>.

CCAF is an Equal Opportunity Employer. Persons with disabilities are strongly encouraged to apply. *Reasonable accommodations may be made to enable individuals with disabilities to perform the essential functions.*