Job Title: Security Wireless Technician
Exemption Status/Test: Non-Exempt
Reports to: Supervisor Security Systems
Date Revised: October, 2015
Dept. /School: Security & Telecommunications

Primary Purpose:
Manage the district's wireless phone program by working with contracted vendors to purchase, maintain and manage all leased equipment.

Qualifications:

Education/Certification:
High School Diploma, required

Special Knowledge/Skills:
Knowledge of various cellular telephone devices
Knowledge of Microsoft Excel and Access for database management
Knowledge of Apple and Android Operating Systems
Ability to work with district vendors to resolve issues in a positive manner
Ability to train district cellular phone users

Experience:
Minimum of two (2) years' experience working with wireless devices

Major Responsibilities and Duties

Security and Telecommunications
1. Train district staff as needed on all deployed tablet and cellular technology.
2. Coordinate and order equipment as requested.
3. Work with wireless provider to upgrade or activate devices.
4. Work with wireless provider to make repairs to devices.
5. Keep a detailed database of all deployed equipment and audit semi-annually.
6. Monitor monthly usage of equipment, flag abuse and ensure adherence to district use policy.
7. Audit all bills as they are received to ensure accuracy.
8. Resolve all billing errors with wireless provider in a timely manner.
9. Input necessary information in Oracle to pay all wireless equipment bills.
10. Work with the GISD Business Office to ensure bills are paid promptly.
11. Make recommendations for equipment and service improvement to supervisor.
12. Coordinate the disposal or buyback of surplus and out-of service equipment.
13. Update supervisor on any significant changes in monthly usage or billing.
14. Assist telecommunications group by acting as the primary contact for all district users questions on the telephone and basic voicemail functions.
15. Answer security department calls when the director's secretary is absent.
16. Maintain a spare parts inventory to be utilized to reduce downtime and outages.
17. Adhere to district directives, policies and safety standards as they relate to daily duties.
18. Perform self-study and attend training to maintain technical proficiency on systems utilized by the district along with NIMS and Emergency Operations training.
19. Demonstrate behavior that is professional, ethical and responsible, and serve as a role model for all district employees and staff, as well as students, parents, community members and guests of the district.
20. Perform other duties as assigned by supervisors within the line of authority.

Supervisory Responsibilities

None.

Mental Demands/Physical Demands/Environmental Factors

**Tools/Equipment Used:** Standard office equipment including personal computer and peripherals; telephone, cellular phone, copier/fax machine; calculator; safety equipment
**Posture:** Ability to stand and sit for prolonged periods of time; ability to kneel or crawl
**Motion:** Prolonged sitting and walking; twisting, reaching, pushing/pulling; overhead reaching
**Lifting:** Lifting up to 15 pounds on a sporadic basis; light carrying under five (5) pounds on a regular basis
**Environment:** Exposure to temperature extremes (hot or cold); exposure to humidity extremes; exposure to noise; exposure to low or intense illumination; exposure to vibration; exposure to biological hazards; exposure to chemical hazards; exposure to electrical hazards; work outside; prolonged exposure to sunlight; work on slippery or uneven surfaces; work alone; work prolonged or irregular hours
**Mental Demands:** Maintain emotional control under stress; work with frequent interruptions; climbing stairs; driving school vehicles; ability to exercise reasoning and problem-solving skills while under stress. Must demonstrate ability to communicate effectively (verbal and written).

This document describes the general purpose and responsibilities assigned to this job and is not an exhaustive list of all responsible and duties that may be assigned or skills that may be required.