TELECOMMUNICATIONS SYSTEMS COORDINATOR

Classification: Professional-Technical Level 3   Location: Technology

Reports to: Director of Technology Services   FLSA Status: Exempt (Administrative)

Employee Group: Professional-Technical

This job description does not constitute an employment agreement between the district and employee and is subject to change by the district as the needs of the district and requirements of the job change.

Part I: Position Summary

Position has primary responsibility for managing, monitoring, and maintaining the district's telephone system and all related systems and services.

Part II: Supervision and Controls over the Work

Telecommunications System Coordinator is expected to be an expert in his/her assigned responsibilities and to work with minimal direction and supervision. Telephone systems maintenance and administration is to be performed consistent with professional and technical standards and practices and with minimal disruption to technology services. Work is evaluated based on overall systems reliability and performance.

Part III: Major Duties and Responsibilities

Duties include but are not limited to:

1. Manages, maintains, and monitors district telephone systems, voice-mail and call center systems, 911 emergency systems, unified communication systems, system redundancy solutions, related switching and routing operations, as well as all related infrastructure to maintain a reliable, highly available, scalable telephone system.

2. Participates in and/or leads telephone system deployments, implementing software changes, troubleshooting complex problems, and system maintenance activities for the purpose of ensuring standardized and timely delivery and support.

3. Participates in and/or leads a variety of planning and development activities and committees for the purpose of creating short and long-range plans for telecommunications development in support of new operational and instructional initiatives. Evaluates new hardware and software systems to determine fitness for inclusion in the district infrastructure.

4. Oversees level-one support work performed by district staff or contractor and vendor technicians. Tracks and maintains system documentation including all moves, adds, and changes for all related services.

5. Acts as the level-two escalation support contact and help source for district telephone and voice mail users. Programs and modifies as needed mailboxes, announcement boxes, and menu services on the voice mail system. Provides work order information as needed for system changes as well as voice related adds and changes. Prepares and maintains required reports on telecommunications equipment, services, and state reporting.

6. Writes and maintains end-user documentation for the telephone systems. Develops training materials and trains users on telephone and voicemail systems. Represents the district in meetings, work sessions, and other forums concerning district telecommunications.

7. Develops and maintains telecommunications budget spreadsheets including tracking all costs. Reviews all telecommunications bills prior to payment, resolving billing discrepancies and following through to ensure credits are received.

8. Maintains "critical" spare parts inventory and refresh plan to facilitate the timely replacement of defective parts.

9. Maintains personal current skill set on existing and newly emerging technologies, applications and features. Provides training and guidance to technology support staff to assist them with level-one support activities.

10. Works collaboratively with technology staff to insure a smooth overall workflow process to insure excellent customer service.

Performs other duties as assigned.

Part IV: Minimum Qualifications

1. Must have experience working or interacting successfully with culturally diverse families and communities, or have otherwise demonstrated a commitment to strengthening engagement of a diverse community and skill in communicating with a diverse population.

2. Minimum of associate's degree or equivalent in communications technology, electronics, or related fields. Related experience may be substituted for education on a year for year basis.

3. Five years of progressively responsible experience managing and maintaining a very large, highly complex, telephone system for large organizations.

4. Ability to communicate effectively with school staff, administrative staff, vendors, and public.

5. Ability to work without direct supervision, exercise discretion, and sound decision making.

6. Knowledge of office hardware and software technology and other computer applications.

7. Strong assessment, evaluation, and analytical skills to determine and resolve system issues.

8. Ability to communicate effectively orally and in writing as well as strong presentation skills.

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Part V: Desired Qualifications

1. Experience working with telephone systems, hardware, and software common to the district.

2. Bachelor's degree in technology, engineering, or related fields.

Part VI: Physical and Environmental Requirements of the Position

The physical demands and work environment 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.

While performing the duties of this job, the employee is frequently required to sit, walk, bend, lift, move about, hear and speak. The employee must occasionally lift and/or move up to 50 pounds. Specific vision abilities required by this job include close vision, distance vision, color vision, peripheral vision, depth perception, and the ability to adjust focus.

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