

## **DATA/TELECOM SPECIALIST**

### **Purpose Statement**

The job of Data/Telecom Specialist was established for the purpose/s of designing and maintaining the District's IP telephony infrastructure; installing and administering network telephony and unified messaging servers; providing information related to the proper operation of systems and services; providing training and support and responding to telephony support calls, and assisting with other IT related functions.

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### **Essential Functions**

- Collaborates with telephony system and equipment vendors for the purpose of resolving issues and ensuring that service standards are maintained and upgraded as needed.
- Confers with District personnel (e.g. Administrators, system users, etc.) for the purpose of determining equipment needs and resolving problems.
- Installs telephony and messaging hardware and management software throughout the District for the purpose of ensuring that District staff have access to telephony systems and services.
- Maintains manual and electronic documents, files and records (e.g. Emergency Responder database, purchases, equipment inventories, directories, etc.) for the purpose of providing an up-to-date reference and audit trail for voice mail system compliance.
- Monitors telephony and messaging systems and servers for the purpose of ensuring availability of services to authorized users.
- Oversees the preparation of District and public directories and related listings for the purpose of ensuring that information is provided accurately.
- Oversees the repair and service of IP telephony equipment (e.g. contacting warranty vendors, monitoring timelines, etc.) for the purpose of ensuring that equipment is available in working order.
- Participates in meetings, workshops, trainings, and seminars for the purpose of conveying and/or gathering information required to perform job functions.
- Provides service and assistance to district staff, including IT Department staff (e.g. telephone service, inventories, help desk assistance rotation, coordinating with other IT staff to complete various projects and timelines) for the purpose of ensuring efficient operations within the IT Department.
- Provides training and support to District personnel on telephony and messaging services, systems, equipment and operations for the purpose of ensuring proper and efficient system usage and reducing service calls.
- Research and provide recommendations for telephone related equipment and services (e.g. land lines, POTS/VOIP, accessories, telephone service, ) for the purpose of supporting district changes/expansion and/or ensuring that supplies are available as required.
- Researches telephony systems and electronic equipment for the purpose of providing information for recommendations and decision making.
- Responds to inquiries from a variety of internal and external sources for the purpose of identifying issues, resolving problems and/or transferring parties to the appropriate individuals(s) for issue resolution.

### **Other Functions**

- Performs other related duties as assigned for the purpose of ensuring the efficient and effective functioning of the work unit.

## **Job Requirements: Minimum Qualifications**

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

SKILLS are required to perform multiple, technical tasks with a need to periodically upgrade skills in order to meet changing job conditions. Specific skill-based competencies required to satisfactorily perform the functions of the job include: installing, configuring, troubleshooting, and maintaining telephony and messaging servers; operating standard office equipment including using pertinent software applications; and preparing and maintaining accurate records.

KNOWLEDGE is required to perform advanced math; read technical information, compose a variety of documents, and/or facilitate group discussions; and solve practical problems. Specific knowledge-based competencies required to satisfactorily perform the functions of the job include: telephony, messaging, and voice mail systems and equipment (including routers, switches, hubs and wireless access points); basic electronics; IP Telephony servers and infrastructure; network and routing protocols; PSTN; and OSI model.

ABILITY is required to schedule activities, meetings, and/or events; gather, collate, and/or classify data; and consider a variety of factors when using equipment. Flexibility is required to work with others in a wide variety of circumstances; work with data utilizing defined but different processes; and operate equipment using a variety of processes. Ability is also required to work with a wide diversity of individuals; work with a variety of data; and utilize a variety of types of job-related equipment. Problem solving is required to identify issues and create action plans. Problem solving with data frequently requires independent interpretation of guidelines; and problem solving with equipment is significant. Specific ability-based competencies required to satisfactorily perform the functions of the job include: communicating with diverse groups including conveying technical information to non-technical audiences; adapting to changing work priorities; meeting deadlines and schedules; setting priorities; working with detailed information/data; and working with frequent interruptions.

### **Responsibility**

Responsibilities include: working under limited supervision using standardized practices and/or methods; leading, guiding, and/or coordinating others; and operating within a defined budget. Utilization of resources from other work units is often required to perform the job's functions. There is some opportunity to impact the organization's services.

### **Working Environment**

The usual and customary methods of performing the job's functions require the following physical demands: significant lifting, carrying, pushing, and/or pulling; frequent stooping, kneeling, crouching, and/or crawling; and significant fine finger dexterity. Generally the job requires 50% sitting, 20% walking, and 30% standing. The job is performed in a generally hazard free environment.

**Experience** Job related experience within specialized field is required.

**Education** Community College and/or Vocational School degree with study in job related area.

**Equivalency** Any combination equivalent to: graduation from high school supplemented by two years college-level coursework in network infrastructure or VOIP/telephony and at least three years job related experience. Certifications Required: Cisco Certified Network

### **Required Testing**

Pre-employment Physical Exam  
Pre-employment Proficiency Test

### **Certificates & Licenses**

Preferred: Cisco Certified Voice Professional (CCVP) certificate  
and/or Cisco Certified Network Associate (CCNA)

Valid Driver's License & Evidence of Insurability

### **Continuing Educ. / Training**

Maintain Licensure/Certification

### **Clearances**

Criminal Justice Fingerprint/Background Clearance

### **FLSA Status**

Non Exempt

### **Approval Date**

8/18/2011

### **Salary Grade**

Clas 44