JOB DESCRIPTION

VOICE & DATA COMMUNICATIONS SPECIALIST

Job Class Code: 7521

TITLE: Voice & Data Communications Specialist
Grade 24

REPORTS TO: Supervisor of Systems Integration

SUPERVISES: N/A

JOB FUNCTION: Coordinate the maintenance and operation of terminal and telephone equipment and associated networks within the District; coordinate the maintenance and operation of microwave and land line systems within the District; design and implement modifications to existing networks, including renovation and new construction projects.

DUTIES AND RESPONSIBILITIES:

- Manage the maintenance and operation of voice and data communications equipment for the District, including VoIP, PBX and Key systems, data multiplexers, terminals and printers.
- Specify voice and data facilities for locations within the District.
- Troubleshoot phone and voice-mail problems in the District.
- Perform backups of phone and voice-mail systems in the District.
- Remain current with the actions of the Public Service Commission to determine the District’s response to new tariff filings.
- Maintain a working relationship with vendors of common carriage services to determine which offerings may influence modification to the voice or data communications systems.
- Serve as a consultant regarding the purchase of voice or data communications equipment.
- Remain current with applicable building and fire codes.
- Design and implement modifications to existing networks, including renovations and new construction projects; serve as a construction supervisor for voice and data systems in renovations and new building construction.
DUTIES AND RESPONSIBILITIES (CONT.):

- Remain current on new technology, including fiber, video and satellite communications to determine how new offerings may assist the District to accomplish its goals.

- Utilize statistics available to measure the performance of the various networks and the technicians’ job performances and productivity.

- Perform other duties as assigned.

- Maintain regular attendance.

KNOWLEDGE AND ABILITIES:

KNOWLEDGE OF:

- Telephone, microwave, land line, VoIP, TCP/IP Ethernet and other voice and data communications systems and networks.
- Communication equipment including telephones, switches, servers, modems and terminals.
- System performance measures of performance and productivity.
- Current technology of voice and data communications systems.
- Interpersonal skills using tact, patience and courtesy.

ABILITY TO:

- Coordinate the maintenance and operation of terminal and telephone equipment and associated networks within the District.
- Coordinate the maintenance and operation of data and land line systems within the District.
- Design and implement modifications to existing networks, including renovation and new construction projects.
- Maintain current knowledge of technological advances in the field.
- Coordinate construction and new installation projects of voice or data communication systems.
- Read, interpret, apply and explain rules, regulations, policies and procedures.
- Establish and maintain cooperative and effective working relationships with others.
- Plan and organize work.
- Analyze situations accurately and adopt an effective course of action
VOICE & DATA COMMUNICATIONS SPECIALIST

PHYSICAL DEMANDS:

- Work is performed while standing, sitting and/or walking.
- Requires the ability to communicate effectively using speech, vision and hearing.
- Requires the use of hands for simple grasping and fine manipulations.
- Requires bending, squatting, crawling, climbing, reaching.
- Requires the ability to lift, carry, push or pull light weights, up to 30 pounds.

EDUCATION AND EXPERIENCE:

- Bachelor’s degree in electronic technology, telecommunications or related field preferred and two years voice and data communications experience, including experience with the installation of communications networks.

LICENSES AND OTHER REQUIREMENTS: